Mojo Helpdesk

11-POINT CHECKLIST TO EVALUATE IT HELP DESK SOFTWARE

If you're like most help desks, you experience a constant flow of service requests, your help desk needs to address to keep everyone up and running.

Keeping up and quickly resolving problems takes a well-oiled machine, with a team that is ready to react and resolve problems.

To deliver this kind of quality customer service you need a really good help desk process. One where it's easy:

- for your customers to report problems
- for your IT personnel to dispatch and resolve requests
- to monitor how long it takes from the time your IT personnel starts working on service requests to when it's resolved

An efficient IT help desk platform is a vital operations tool. One that transforms the way your IT team services and manages its daily tasks for supporting your users.

WHAT TO LOOK FOR IN AN IT HELP DESK

If your organization is ready to invest in a help desk platform or planning to update a current system, consider what kind of support your users and customers expect. The value of any help desk system is to ensure your team delivers on the promise of fast, reliable, quality service.

With that in mind, any help desk ticket management system you choose should have the following eleven features and services:

1 A WAY FOR YOU TO EASILY CENTRALIZE, CATEGORIZE, AND MONITOR SERVICE REQUESTS

Knowing when users should receive a response, especially if something is marked as high priority, is extremely important. Hence, establishing service level response-time agreements (SLA) so it's clear to the IT team what is expected of them and holds them accountable.

2 A SELF-SERVICE PORTAL TO HELP USERS HELP THEMSELVES

A great self-service portal with a knowledge base will potentially cut up to 90% of incoming service requests. Make sure the end user is able to vote knowledge-based articles up and down so your organization can adjust them as needed.

3 A WAY TO MEASURE, ANALYZE, AND EVALUATE THE HELP DESK'S PERFORMANCE & USER SATISFACTION

Are your users happy? Do they get fast resolution? A great help desk system will provide satisfaction and performance reports at your fingertips.

4 THE ABILITY TO GET STARTED IN MINUTES-- NOT DAYS OR WEEKS

Users can self-serve with common inquiries. If your IT team keeps answering the same questions over and over, then it's time to publish a FAQ or post to the knowledge base. And be sure to advertise the helpful new post!

5 AN EASY-TO-USE INTUITIVE INTERFACE

As technicians and agents change over time, it is important to have an easy-to-use help desk interface so they can jump right in and start working.

6 SINGLE SIGN ON (SSO) IS A MUST

A user directory with single sign on enabled will allow for a seamless way for users to log in. Pick an IT help desk that is compatible with existing directory services such as Office 365, Google G Suite or that allows other third parties with SAML, JWT, LDAP, etc.

7 EMAIL ROUND-TRIP

This is the ability for a help desk to convert email into tickets and allow dialog between users and agents via email. It's common for users to initiate service requests via email, especially when people are working remotely.

Look for a platform that can easily convert email inquiries into tickets. This will save both time and effort and facilitate better support.

8 LINK TICKETS TO AN ASSET DATABASE

IT help desks deal with computer repairs, hardware, and software licenses. Pick a help desk that allows both soft and hard assets to be tracked and linked to user tickets.

This will allow your organization to better manage the hardware and software allocation and make smart upgrade and investments decisions.

9 A WAY TO IMPORT USERS, KNOWLEDGE BASE ARTICLES AND ASSETS

Enable users to submit tickets via multiple platforms and channels. Users may be having issues with one platform, and need to be able to turn to another way to ask for help. Whatever the case may be, users need to be able to access your IT team from anywhere!

10 A-GRADE DATA SECURITY AND ENCRYPTION

Storing your organization confidential information in a third-party data center is a big deal. The last thing we want is our data dumped for sale in the dark web.

Look for a help desk company that takes extra steps to ensure data security and encryption such as database encryption at rest, customizable firewall, filtering by IP and domain name.

11 THE SUPPORT FOR YOUR SUPPORT TEAM

All software products have issues. Be sure the platform you select has a support team behind the product that is accessible quickly and in the same time zone.

With this information you may decide that it's time to upgrade your help desk. If you're considering switching help desks, prepare in advance. Make sure all your forms are updated and your workflows are documented. Find out if your knowledge base will transfer and what integrations exist to support the move.

The key to success in selecting your help desk software is to choose one that will deliver the customer service you want to offer and what your users will come to expect. Explore conducting a trial of any platform as a way to gain insight into what users and agents will see, how easy it is to navigate around, how fast the platform loads, how quickly answers can be found, how easy or hard the process is, and how customers interact with the help desk you choose.

READY TO TAKE YOUR HELP DESK TO THE NEXT LEVEL?

START NOW →

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