



# 15 BEST PRACTICES

## What to look for in a world class IT help desk

With millions of users and years of experience, we've been able to identify 15 best practices that are common to world-class IT support/help desk teams. We're organized them into a single list to help you and your IT organization achieve world-class status. We have found that the best practices for these organizations fall into 3 categories: responsiveness, productivity, and customer satisfaction.

# RESPONSIVENESS

**World-class IT help desks know that when users need help-- they want it NOW! These organizations have processes in place to enable them to respond quickly. Some of the actions they take include:**

**1**

## SET UP SLA WITH USERS

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**

## ACKNOWLEDGE RECEIVED TICKETS

It doesn't hurt to respond immediately that you've received their ticket! Keep in mind that this does not mean that the ticket is being looked at immediately, but that the ticket has made it into the queue.

**3**

## FOLLOW FCR PROTOCOLS

The more times a user has to address the same problem, the more frustrated they become. It's best to fix the entire problem, the first time! World-class organizations design processes to support first contact resolution, which often entails giving the support team the authority to take the next step action if one is needed.

**4**

## SELF-SERVE WITH FAQs

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!

# PRODUCTIVITY

**World-class IT Helpdesks know they need a way to manage service requests. Users want to be able to make requests from any platform (phone, computer, tablet/iPad, etc) and any channel (email, chat, text, social media). To keep from crushing under the weight of service requests coming from all directions, world-class teams implement ticket management systems. Resulting in greater productivity with these best practices.**

**5**

## **MULTI-CHANNEL TICKET SUBMISSION**

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!

**6**

## **CUSTOMER PORTAL**

In addition to the tickets the IT support team create, world-class organizations allow their users to submit tickets directly to them. Users want to know that they can turn to you when they need you, so this is an excellent way to allow that to happen.

# 7

## DEFINE AND ESTABLISH PRIORITIES

It's best practice for ticket priorities to be defined for both the IT support team and user to see. By defining what each priority level means, it manages response time and time spent on a ticket. This is how you keep organized!

# 8

## CHANGE PRIORITIES AND TRANSFER

You've had that user who believes every ticket they submit is higher priority than it is; or, you realize that a ticket received needs to be transferred to another expert for an issue. World-class IT help desks give their agents the discretion to make changes where necessary.

# 9

## KEEP TICKET STATUS TRANSPARENT

World-class help desk keeps communication open and visible between the user and IT team. Everyone involved should know where the ticket is in process and who it has been assigned to it.

# 10

## MAKE ALL TICKET PROCESSES VISIBLE

World-class IT support teams know that following the ticket queue processes is important for internal communication. Not only do team members see who is currently responsible for the ticket, but they can also communicate with past team members who worked on the ticket.

# CUSTOMER SATISFACTION

**World-class IT Helpdesks know the importance of their communication. Not only communication between IT teams and users, but also users to IT teams.**

**Additionally, it's important to track the metrics of these interactions, so this can be communicated internally to make adjustments and improvements where necessary.**

## **11 INITIATE BEST USER COMMUNICATION**

World-class organizations have highly trained support personnel who know how to communicate with users that demonstrates empathy and concern; and, how to deescalate situations and reduce frustration through how they form their responses.

## **12 FOLLOW UP TO EVERY TICKET**

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!

## **13 COMMUNICATE A TREND QUESTION**

Communicate to your entire customer base if you're noticing a trend question being asked. As we mentioned above, this is when you utilize your resource pages; but, it's extremely proactive and appreciated when you communicate the new post that's on everyone's mind.

## 14 ASK FOR FEEDBACK

World-class organizations ask for feedback after the resolution of every ticket. The very best do more than send a post interaction survey asking the user to rate the interaction. These organizations also conduct voice-of-customer (VOC) research on a regular basis.

## 15 USE PERFORMANCE METRICS

The final best practice for world-class organizations is using performance data and measurement to improve. These teams focus on data and measures that help them address: ticket volume, ticket response time, ticket resolution time, frequency of transferring to upper management, etc.

By now, you've seen how a world-class IT helpdesk functions and interacts with its users and support team members. A world-class helpdesk is one that succeeds in the 3 categories: responsiveness, productivity, and customer satisfaction.

Be proactive!

We have found that the IT organizations who regularly studied their data and committed to improvement based upon the performance metrics, did see improvement in all 3 categories within the first quarter.

# READY TO TAKE CUSTOMER SERVICE TO THE NEXT LEVEL?

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