



Rethinking the Service Desk



Cor Winkler Prins

CEO

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Computer Telephony Integration (CTI)


Incoming Call



Beatrice Baldwin
+1 (713) 987 2922

Decline

Answer

 **Beatrice Baldwin** ✕
 beatrice.baldwin@widget.com
 Controller

Local time: 12:36am
 Organization: [Widget Data Center, Finance](#) [Widget International](#)
 Support ID: 430136
 Site: [Widget Data Center](#)
 Location: Room 303
 Telephone: +1 (713) 987 2922 Work Chat: [Skype](#)
 +1 (713) 778 0893 Mobile [Slack](#)
 [Work Chat](#)

Requests of Beatrice Baldwin

ID	Subject	Requested	Status	
78490	Replace toner in network printer	04:52PM	Assigned	
77330	Windows password reset required	Yesterday	Completed	
76248	Expense reporting is slow	Sep 19	Completed	
70290	Creation of SAP Finance report showing We...	May 16	Completed	
70205	Takes a long time to log in	Apr 26	Completed	

Subject

[New Request](#)

Services

- Business Intelligence
- Conference Room
- Email
- Expense Reporting
- Finance (SAP)
- Network Connectivity
- Network Printing
- Personal Computing
- Secure Remote Access
- Smart Phone

Configuration Items

- CMP00069 - HP Spectre x360 Laptop PC
- DCK00014 - HP FQ834UT USB Docking Station
- MON00070 - HP w17v Widescreen Monitor
- PHN00427 - PHN00481 - Apple iPhone 8 Plus Smartp...

[None of the Above](#)



Incident versus Service Request

Category

Incident

- ✓ Incident - Request for Incident Resolution
- RFC - Request for Change
- RFI - Request for Information
- Complaint - Request for Support Improvement
- Compliment - Request for Bestowal of Praise
- Other - Request is Out of Scope



Services

Subject



New Request

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Knowledge-Centered Service (KCS)

[New Request](#)

Request Templates

- End users** [Order software and/or peripherals](#)
- End users** [Move Widget Data Center desktop PC](#)
- Specialists** [Extension of service hours for the Personal Computing service](#)
- End users** [Personal computer for new employee](#)
- End users** [Provide external hard disk drive](#)
- End users** [Remove PC](#)
- End users** [Request for information concerning Personal Computing](#)

Knowledge Articles

- Public** [How to defragment my hard disk drive](#)
- New** [How to switch the screen of a PC to a projector](#)
- Internal** [How to change what you see when you open a new tab in Edge](#)
- Public** [How to change what you see when you open Edge](#)
- Public** [How to connect a 2nd monitor to a desktop PC](#)

[More...](#)

[None of the Above](#)



Impact, Severity, Priority & Urgency

Category

Impact

Low - Service Degraded for One User
Medium - Service Down for One User
High - Service Degraded for Several Users
Top - Service Down for Several Users



Set Targets



First line support agreement for Widget International

Status: Active

Customer: Widget Data Center

Customer representative: Howard Tanner

First line support provider: VirtualSupport, Ltd.

Service desk team: Service Desk

Service desk manager: Khunal Shrestra

Start date: Mon, May 07, 2018 Mumbai

Support hours: 24x7 (Monday through Sunday) Mumbai

▼ Targets

Pickup target: < 0:15 hours:minutes

Pickups within target: >= 80%

First call resolutions: >= 40%

Service desk only resolutions: >= 50%

Service desk resolutions: >= 60%

Rejected solutions: < 10%



Customer Satisfaction

Request #	Category	Impact	Status	Reason: Workaround
70401	Incident	Top	Completed	Feb 26

This request has been completed for you.
Are you satisfied with the manner in which your request has been handled?



Submit button does not work

Requested by: [Beatrice Baldwin](#) Feb 25

Service instance: [Expense Reporting Production](#) Widget Data Center

Configuration items: [Widget Expense Reporting 12.4.2](#)



Measure





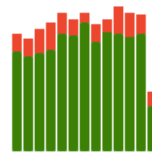
First line support agreement for Widget International

KPI	Target	Actual	Past 12 Months
Pickups within target ⓘ	$\geq 80\%$	100.00%	
● First call resolutions ⓘ	$\geq 40\%$	38.57%	
Service desk only resolutions ⓘ	$\geq 50\%$	52.30%	
Service desk resolutions ⓘ	$\geq 60\%$	62.40%	
Rejected solutions ⓘ	$< 10\%$	4.00%	

Service Desk Customer Satisfaction

 **83%**

 29 Satisfied
 6 Dissatisfied
67% Response rate



Service Desk Activity	Count	Time spent (hh:mm)
Registration of new requests completed on first call	39	3:20
Registration of new requests not completed on first call	77	15:35
Updates of existing requests	82	13:00
Completion of existing requests	13	4:45
Totals	211	36:40



Summary

- Use CTI
- Select the caller first, then open a new request
- Use the same form for incidents and service requests
- Talk services, not tech
- Allow everyone create and improve knowledge
- Avoid negotiating priority, determine only the impact level
- Set targets that the service has control over
- Make it easy for employees to submit feedback



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