

Great Help Desk and Internal IT Client Service



Days: 1

Description: User satisfaction comes from great internal client service. This class is specifically designed for individuals and departments that provide services to fellow employees within their company, as opposed to external clients. For example, the Sales, Marketing, Finance and Human Resources groups are clients of the Information Technology (IT) department because IT provides services to these groups.

User satisfaction requires more than only technical ability. It also requires the capability to understand user needs, communicate effectively, properly measure user satisfaction and the ability to create a service-oriented environment.

Prerequisites: Successful AI-901 students start with some basic awareness of computing and internet concepts, and some basic knowledge of programming concepts and syntax. Specifically:

- Experience using computers and the internet.
- Familiarity with programming concepts and syntax (preferably Python).
- Interest in use cases for AI applications agents.
- A willingness to learn through hands-on exploration.

Audience: The Introduction to AI in Azure course is designed for anyone interested in learning how to start developing artificial intelligence (AI) applications and agents on Azure. You don't need to have any experience of using Microsoft Foundry before taking this course, but a basic familiarity with programming (Python preferred) is assumed.

Course Objectives: Upon completion of this course, students should be able to:

- Enhance Help Desk and Service Desk service quality and user satisfaction
- Use influence-related techniques to help manage user behavior
- Measure and document Help Desk and Service Desk related activities
- Build a user and best practices library

OUTLINE:

INITIAL THOUGHTS ON CONCIERGE CLIENT SERVICE

- Definitions
- Challenges
- Importance
- Your Role

- "A" – Agree on what needs to be done
- "N" – Negotiate the final outcome
- "C" – Complete the task
- "E" – Ensure the client is satisfied

MANAGING CLIENT EXPECTATIONS

- The "One IT" Concept
- Moments of Truth
- How, When and Why to Say "No"
- Importance of Controlling the Discussion
- DANCE Expectation Management Framework
 - "D" – Define the issue

INFLUENCING CLIENT BEHAVIOR

- Emotional Response Inhibits Control (ERIC)
- Action/Reaction Influencers
- 15 Ways to Maximize Your Workplace Influence
- Vent, Acknowledge, Solve, Educate (VASE)

INTERNAL CLIENT SERVICE CONCEPTS

Baton Rouge | Lafayette | New Orleans

www.lantecctc.com

Great Help Desk and Internal IT Client Service



- Understanding Your Clients' Characteristics
- Showing Service Ownership
- Communicating with Your Client Leadership

MANAGING CLIENT SATISFACTION

- Dissatisfaction vs. Satisfaction vs. Delight
- Client Wants
- Promise, Action, Information, or Resolution (PAIR)

MEASUREMENT

- Importance of Proper Measurement
- Measurement Processes
 - Repeated Request vs. Silence
 - Surveys
 - Follow-Up Call Backs
 - Leadership Debrief
 - Walking the Halls
- Net Promoter Score
 - Definition
 - Implications
- Uber Model of Provider/User Evaluation

PRIORITIZATION TECHNIQUES

- Individual Techniques
 - TASK
 - 18 Minutes
 - Eisenhower's Principle
 - Pareto Analysis (80/20 rule)
 - Negative Selection Reduction
- Organizational Techniques
 - Predefined Priority Process
 - Weighted Prioritization

DOCUMENTATION

- Closing the Ticket
- Describing the Technical Issue using IAR
 - I: Issue
 - A: Action
 - R: Result
- Describing the Client
 - Importance of Respectful Evaluation

- User Support Preferences
- Client Type Classifications
 - Target User
 - Evangelist
 - Panic-Button Pusher
 - Rejectionist
 - Talker
 - Tech Savvy
 - Tinkerer

EXPECTATIONS OF FUTURE ASSISTANCE INTERACTIONS

- From User Perspective
- From Tech Group's Perspective

BUILDING A BEST PRACTICES LIBRARY

- Importance
- Value to Others
- Value to You