

Great Internal IT Client Service in an AI World



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: There are no formal prerequisites for this course. Participants should have basic familiarity with internal service roles and some experience working with or supporting internal users. This course focuses on service delivery and communication rather than technical troubleshooting.

Audience: This course is designed for help desk and service desk professionals, IT support staff, and IT analysts or administrators who interact with internal users. It is also ideal for entry- to mid-level IT professionals looking to strengthen their client service skills, as well as team leads responsible for user satisfaction. Non-IT professionals who provide internal support may also benefit from the communication frameworks covered.

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 CLIENT SERVICE

- Definitions
- Challenges
- Value of Defining Your Business Function
- Concierge Client Service (What, Why, and How)

THE AI / INTERNAL CLIENT SERVICE CONNECTION

- Assisting Users with AI-Related Issues
- IT Support and Help Desk Automation Tools and Processes
- Creating IT and User Documentation

MANAGING CLIENT EXPECTATIONS

- Client Wants
- Resolution, Action, Information, or Promise

- The “One IT” Concept
- Moments of Truth
- Client Expectation
- Importance of Controlling the Discussion
- DANCE Expectation Management Framework
 - “D” Define the issue
 - “A” Agree on what needs to be done
 - “N” Negotiate the final outcome
 - “C” Complete the task
 - “E” Ensure the client is satisfied

WAYS TO SAY “NO”

- Professional and Organizational Reasons to Say No
- How to say “No” without saying “No”

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INFLUENCING CLIENT BEHAVIOR

- The Art of Politics
- Science of Persuasion
- VASE: Responding to Upset Clients
- Actions Causing Client Reaction

MANAGING CLIENT SATISFACTION

- Key Performance Indicators (KPIs)
- Collecting Needed KPI Data
- Net Promoter Score (NPS)
- Customer Satisfaction Score (CSAT)
- Measurement Processes and Data Types

TASK PRIORITIZATION

- Client-Oriented Prioritization
- Project-Oriented Prioritization

DOCUMENTING PROVIDED SERVICES

- Issues, Actions, and Results
- Closing the Ticket
- Client Preferences, Attributes, and Types
- Knowledge Creations, Retention, and Sharing

PERSONAL AND DEPARTMENTAL DEVELOPMENT PLAN