



Service Desk Features

Framework

Adopt a service management framework and become compliant. That is, use the terminology and have escalation of a call through incident, problem, change, and release management. On the operational side of the application have configuration, service level, financial, capacity, service continuity and availability management.

Simplicity

Simplicity and ease of use are paramount for staff and customers alike. The system should help you to easily solve problems with other systems, not be a major issue to use and support in itself.

Customer Driven

Facilitate customer logging of incidents and feedback through web and email (but check for spam). This will allow the customer to capture the incident, reduce the chance of mis-interpretation, and release resources from simply recording details to the more important task of resolving the issue.

Categorisation

Clear and simple categorisation of incidents and problems with display of relevant checklist(s) to assist customers and helpdesk staff resolve the call. The trick here is to have a categorisation that is both simple (too many categories and it is impossible to find the 'right' one) but also accurate (will bring up a useful checklist).

Escalation

Automatic escalation to a higher level (and person) when an incident has not been resolved within the agreed SLA time (which may be different for different customers).



Reporting

Reporting including graphical representation of number of incidents, problems, etc. showing service levels met and not met. This can form the basis of monthly reporting to the customer.

Satisfaction

Customer satisfaction survey for completed calls, and reporting of this for each customer. This is useful for internal monitoring of services, but also when reviewing performance with the client.