

Helpdesk Management



Background

This company runs a 24x7x365 lights-on technical helpdesk for a wide variety of customers including resellers and large corporates. They have 25 shift-based technical agents that answer incoming queries by telephone and email and are trained to diagnose and attempt to resolve the issue on the first client contact.

The service they provide is fully branded, so the agents are always “swapping hats” and ensuring they represent the customer company to the user on the end of the phone.

The agents process on average over 2,500 tickets per month.

“We’ve seen many ticketing systems, including those from the big names, and IssueCentre is by far the easiest and best at getting the job done.”

R. Musham
HelpDesk Manager

Challenge

As the business has grown over the last 10 years it has been essential that the company have a Ticket management system that would grow with their business.

With so many tickets being processed and with shift changes it is essential that the right tools are in place to ensure tickets don’t get missed and that the agents meet the customers service level requirements.

As the agents work on behalf of many different customers it is imperative that they always act and respond with the correct brand for the ticket.

Working for lots of different customers and their individual needs also means the ticketing system needs to be flexible enough to cater for all their customers differing requirements.

Implementation

This customer uses IssueCentre’s multiple brand capability so their agents can quickly and seamlessly switch between working for each of their customers. The integrated branding has ensured that they are always clear who they are representing.

As a 24x7 company management use the extensive reporting facilities to review the work done overnight and to provide the onward reporting that customers demand and that are required fulfil the billing.