

Service Desk selection check list

15 questions to consider before choosing your Service Desk software

Getting started

Few suppliers of service desk software can offer the combination of ease of use, high functionality and product support to apply them effectively – HelpLine can.

It is essential at the outset to define the business solution you wish to implement and to specify the core functionality and processes you need. Many of these answers will fall out of your customer service strategy and the service desk plans you wish to implement.

Most organisations today recognise that software selection is crucial in establishing a platform from which your service strategy can be delivered and from which a professional service culture can be developed.

Working with expert and respected practitioners with full product knowledge and development skills who fully engage with your project and organisational needs is a key factor to success.

To get the best from your service desk operation, you must give your support analysts powerful, user friendly tools to get the job done - this will enhance their skills and capabilities, develop their drive, commitment and belief in their own responsibilities to deliver higher levels of customer service.

15 key questions to consider before selecting your Service Desk software:

1. Will the software handle all incidents and service requests via pre determined processes in an efficient and effective manner which can be audited?
2. Will the software enable you to manage assets as well as manage incidents?
3. Will the software provide users with full access from any location?
4. Will the product hold user profiles and allow data feeds to be imported?
5. Will all reported incidents be properly routed to second line support teams?
6. Will calls be quickly logged, allocated and monitored from within the system?
7. How will security be handled by the system?
8. How does supplier provide support and how knowledgeable are their team?
9. Will the system be adaptable for internal and external customer support?
10. Will the software support multiple service desks and their changing needs?
11. Will the system allow you to actively manage your service level agreements?
12. Will it generate automatic reports to quickly identify trends and problem areas?
13. What level of automation and work flow management will the software deliver and how much human intervention will be required by you and your team?
14. Will the software support ITIL and ITSM best practice disciplines?
15. Will the software engender a proactive business service culture?

The Benefits of making the right choice

Customer service is a crucial tool in winning, developing and retaining clients. Today's professional service desks act as a single or coordinated point of contact for all customer support issues. It speaks the language of the business and is a highly proactive function. It delivers better customer service, generates better asset productivity and contributes to better financial results for the organisation.