

How **HelpLINE** supports your ITSM – SERVICE DESK

Why Service Desk disciplines are needed

The modern Service Desk service is the hub of your support activity; it is no longer seen as a reactive administration unit. Your service desk is integral to successful business performance. It is a single point of contact for service users who need assistance.

Without a single point of contact, an organisation would face major losses in time when resolving issues, and assessing the effect of business impact

The goal of a Service Desk

- To provide a single point of contact between support and users
- To restore normal service operation as quickly as possible
- To minimise the adverse impact of problems on the businesses operations.
- To understand and support business needs
- To understand and support customer requirements
- To develop and define service objectives, goals and deliverables

Key Service Desk activities supported by HelpLINE

HelpLINE assists you to deliver effective and orderly first line support for your service desk in the following areas:

Key Activity types	Supported by HelpLINE
Receive all calls & email incidents	✓
Incident recording	✓
Incident classification	✓
Incident prioritisation	✓
Incident escalation	✓
Investigation and diagnosis	✓
Provide users with work-arounds	✓
Resolution and recovery	✓
Incident closure	✓
Ownership, monitoring, tracking and communication	✓

Benefits achievable through HelpLINE functionality

The major benefits to be gained by implementing a Service Desk process are:

- Improved customer service performance, satisfaction and perception
- Increased accessibility from a single point of contact
- Reduced business impact of incidents by timely resolution, thereby increasing effectiveness
- The proactive identification of beneficial system enhancements and amendments
- The availability of business-focused management information related to the SLA.
- Better team work and communication
- Better managed infrastructure
- Improved monitoring, allowing performance against SLAs to be accurately measured
- Improved management information on aspects of service quality
- Better staff utilisation, leading to greater efficiency
- Elimination of lost or incorrect incidents and service requests