

Help Desk 101:

Being a GREAT Help Desk Performer



Who Am I? Maritta Terrell

- Trainer, Help Desk Specialist and Application Support at Lloyd Gosselink in Austin, Texas
- ILTA's Volunteer City Representative for Austin, Texas
- On the User Support Committee
- Was South Central's RVP for 4 years
- Over past 29 years have been held these positions in law firms: receptionist, word processor, secretary, paralegal, office manager, IT Manager

Today: Discussion on Guidelines for:

- Responding to users effectively and efficiently
- Techniques for handling some of your most challenging users
- Insights on providing top-tier service
- Ideas on importance of having IN-house help desk personnel versus outsourcing.

Help Desk

Some questions for you!

- How many trainers here?
- How many help desk personnel?
- How many managers ?

More Questions – can you answer these?

- What do your attorneys expect when they call the Help Desk?
- What do your secretaries and paralegals expect?

Is it the same?

More Questions

- If you are JUST (!!) the Help Desk specialist, do you work with the Trainer?
 - In new hire introductions?
 - In developing classes from the Help Desk list?

More Questions

•Do you get praised for the quick response of and by your help desk personnel?

More Questions

•Does your help desk personnel know the users by name, and know them as people?

More Questions

•Does your help desk personnel know how speak and appear professional, yet friendly and not superior?

Help Desk Personnel

Positive Skills to have

- Great Listener (patient)
- Strong software knowledge
- Excellent communication skills
- Calm, confident, positive demeanor
- Law Firm experience (helpful, but not necessary)



Help Desk Mission

The mission of the Firm's helpdesk is to provide users with assistance and answers pertaining to the most common software packages, as well as other technology and hardware at the firm.



Help Desk Goals

The Goals of the Firm's Help Desk will be to provide timely and efficient answers to users concerning software programs, and provide assistance with hardware problems, in a positive and helpful manner.



Help Desk Specialist is a Chef



- *Cookbook (living!)*
- Cook
- *Culinary Expert*
- Meal Planner
- *Food Preparation*
- Maitre' de / waiter extraordinaire





Cookbook A Living one!

- Shares recipes of the value of Help Desk
- Shares recipes that help explain (from simple instructions, to complex
- Shares successes and accomplishments
- Encourages effective use of technology





Cook



- Has to LISTEN and LOOK for problems
- Cook keeps the eyes on the pot, to make sure all cooks well, without burning, and with the right spices
- Receive reaction(s) from users
- Link between users, other IT sections, and management – cultivate good-will



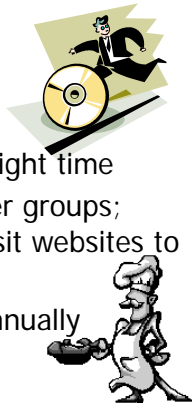
Cook

- Communicate with groups to provide user input and collect information
- Constantly communicate with fellow team members



Culinary Expert

- Remain up-to-date on supported technology
- Get right training at the right time
- Attend seminars; join user groups; read trade magazines; visit websites to stay current; read.....
- Go to ILTA conference annually



Meal Planner

- Plan ahead with answers
- Plan to react **positively** to all grumbling, any problems, frustration, any negative and emotional behavior
- Each and every user is an opportunity – never consider them an disruption!!
- Without users asking for help, no job!

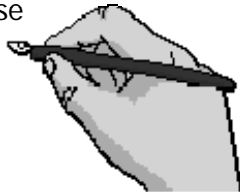


Food Preparation

- Find the reason for the call
- Provide the least interruption for the cook and person "eating", while
- Figuring out the problem and providing the answer; thus removing the wrong spice, and adding the right one! (or getting a teacher to teach how to cook and eat properly!)

Food Preparation

- Explore reason for the bad taste
- Prioritize when necessary
- Work to eradicate bad recipes and spice use
- Watch for trends (thus, have to record all problem recipes)





Maitre d'

- * Gather and track information on recipes, foods and spices
- * Leads eaters to proper table and food
- * Communicate results to other Chefs and Management
- * Discuss information with other Chefs and waiters and figure out approaches to improve whole experience
- * Collect and share PRAISE! Good will!!!!

CHEF

- Team player and member
- Lives the mission statement and the goals of the Help Desk
- Understands what comes first
- Is proactive in fulfilling duties in a positive manner



Guidelines

- The users will contact the Help desk by calling ext. xxxx or emailing HelpDesk@lawfirm.com



Answering Calls

- Answer before the third ring
- Give your total attention to the call
- Smile
- Listen for the main idea
- Listen around the frustration
- Control your own emotions
- Respond to problem, not to the mood
- Listen



Answering Calls

- Listen
- Listen
- Listen



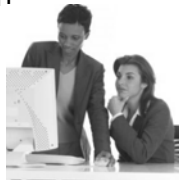


Answering Calls
Come to their Rescue!



- Answer

- Provide plan of resolution
- Inform them of the plan
- Provide time frame
- Make sure they understand what you are doing to help



Answering Calls



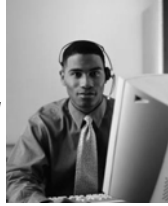
Conclude the call so you can take action.

- Smile, with positive attitude
- Review the plan of action (if further action required)
- Offer more help if required (if action complete)
- **Be sure** they believe they are finished with you.
- Say, "thank you" !!



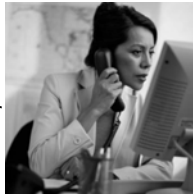
Responses

- Communicate with customer by phone or by email—
 - a) that you got the message,
 - b) what will be done,
 - c) and in what time frame.
- Resolve issue.
- Mark issue “complete” in database



Always Follow Up When...

- User was frustrated
- It was a high priority request
- There was a specific deadline
- A high number of users are affected
- When the request was given to a team-member



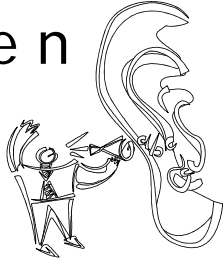
Help Desk Guide to Troubleshooting

Help Desk Guide to Troubleshooting

• Listen

◊ *Listen*

• **LISTEN!!!**



Help Desk Guide to Troubleshooting

Angry Customers

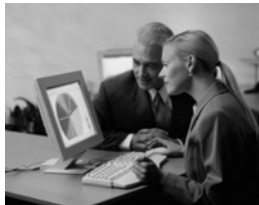
- Handle with
 - Responding immediately (best in person)
 - Keep voice calm
 - Patience
 - Active Listening
 - If necessary, involve Manager
 - Other ideas?

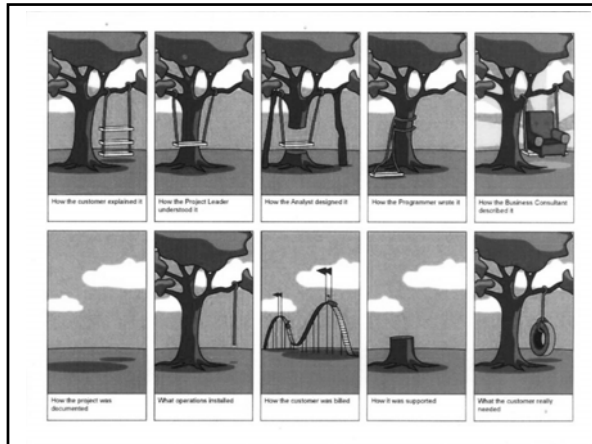


Help Desk Guide to Troubleshooting

Unrealistic Expectations

- In order to help them, YOU need clear idea as to what they REALLY need
- have them show you what they are trying to accomplish





Help Desk Guide to Troubleshooting

Magic Phrases

- I hear you saying....
- Can I help you?
- The part that... is not clear to me
- So you are trying to ...?
- Can you expand on that?
- I understand you are trying to...

Help Desk Guide to Troubleshooting

Motivating Help Desk Staff (for Managers)

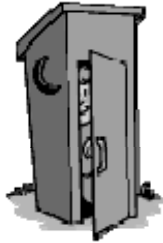
- Listen to their concerns
- Meet regularly with each individual Help Desk person (i.e., weekly, bi-weekly)
- Ensure they go to training classes on the programs they help on!

Help Desk

Help Desk is a service to the users – they are our Customers



In-house Help – or –
Out -Outsourcing?????



What Risks are there
having the Help Desk
outsourced?

When a company contracts out their help desk support, some of these things happen:

- the first-line first-time fix becomes a thing of the past.
- Help desks are often reduced to the level of call takers;
- The people work from scripts and seldom if ever resolve an issue on the first call.

Other Cons to Out-sourcing

- Language differences
- Cultural differences (just from one state to another!)
- No loyalty from the out-sourced tech to your firm, and your users to keep them satisfied and happy. No incentive to do their best.
- PR for IT not controllable
- Service level drops
- Is it worth the cost?

- IN-house first call resolution rate is proven to be much higher (up to 95% compared to 55%).
- OUT source technical things, such as server providers, back-up, and leave in-house for the components that are presented to the end users – such as computers, phones, etc.

- IN-house Help Desks
- Are a filter - they keep the small and easy-to-answer questions away from the other departments.
- IN-house relationships help build trust in not only the Help desk team, but the whole IT group.

Help Desk

Help Desk Q & A?

Email:



mterrell@lglawfirm.com



Thank You for Your
Participation and Help!

ILTA

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Tell a friend about ILTA!
