



How Zendesk helps
IT teams with the
employee experience

Employee expectations are evolving in tandem with those of the customer. Your employees, after all, are consumers too, and they expect the same kind of service in their place of work as they do from the businesses they patronize: personalized, efficient and convenient.

According to a recent study by [McKinsey](#), there are three major areas of dissatisfaction that employees experience with internal services: the availability and clarity of information; the overall time needed to complete tasks required by support functions; and the effort required to go through processes involving support functions. Out of any internal department, IT teams receive by far the most employee requests. And with rising employee expectations, IT is under more pressure than ever to deliver faster and more personal service than ever before. A survey found that although [64%](#) of IT organizations have target resolution times, [76%](#) frequently miss those targets.

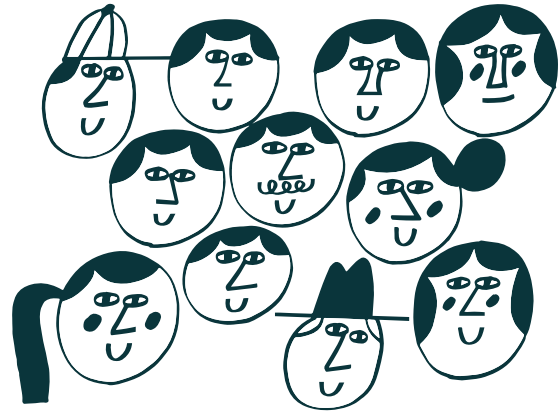
With Zendesk, IT teams can benefit from an easy to use, extensible platform that allows the team to scale support across their business. Zendesk provides IT teams with the tools they need to respond to employees efficiently, while also allowing their teams to understand how they can improve performance with smart self-service, automations, and integrations, all centralized in one integrated hub.

Engage Employees: Use a knowledge base to offer self-service

Employees want to be able to go find answers about company policies or benefits on their own—they get frustrated if they have to waste time searching high and low. While the volume of employee requests can be high, the type of questions that people have is often fairly standard. For IT, that may include device policies, software access, and equipment repair.

This is where [Zendesk Guide](#) provides IT teams with powerful solutions: It's a knowledge base that allows the centralization of institutional knowledge. Employees can self-serve, giving them the ability to search for and find the answers to common questions in one intuitive help center. IT teams in turn benefit from scaling support with self-service, saving team resources for more complex employee issues.

Here's how Guide works: You can quickly build—and customize—a help center, online community, and customer



service portal. IT teams can create pages and articles related to employee resources and common questions, such as application access, computer and device info, and security processes, giving employees one place to go to access information.

These tools allow customers (in this case, your employees) get better self-service and agents (members of your IT team) see improved efficiency and faster resolution.

Articles in this section

- How To Access Emplug Via Okta
- How to Access Expendify Via Okta
- Okta - SMS Password Reset
- Okta - How to Log in to 8x8 VOD with Okta
- Okta - Browser Plugins
- Okta - New Hire Login and Password Setup**
- Okta - How to Access Service Accounts - Shared Mailboxes
- DUO: How to Re-enroll a New Device via Okta
- Okta - How to Log In Your First Time
- Okta - How to Customize Your Dashboard

[See more](#)

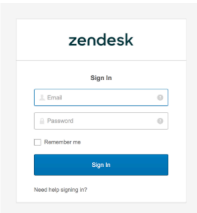
Okta - New Hire Login and Password Setup

Michael Diata
1 year ago · Updated

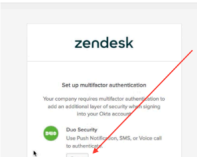
Purpose:
Hello there new hire! Welcome to Zendesk!
This article will guide you on how to login to Okta and reset your password on your first day.

Step by Step Summary:

- Navigate to [zendesk.okta.com](#). Log in using your Okta username and password stated on your Zendesk Welcome letter.



- You will be prompted with a message to "Set up multi-factor authentication" using Duo Security. **Setup**. See screenshot below.



Submit a request | Hannah Bastian

Zendesk IT > Employee Resources

Employee Resources

Getting Started

- GitHub Access Request Form
- Okta - Applications Access
- Gmail: Enable Two-Step Verification
- New Hire Orientation Presentations

Company Resources

- Search on Society: FAQ
- End User Name Change Guide

Who Are We

- Where is IT help located?
- How To: Change Your Preferred Name in Workday
- Search on Society: How it works

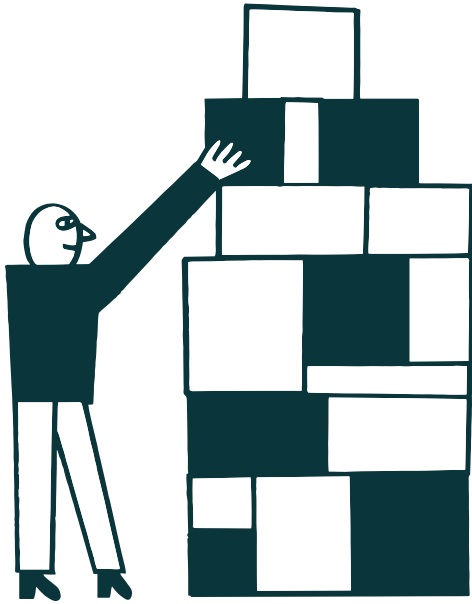
[Feedback](#)

New to Mac

- Mac 101: New to Apple computers? Check out this article!

With Zendesk Guide, employees love the ability to find information they need quickly, and IT teams benefit from scaling support with self-service, saving team resources for more complex issues.

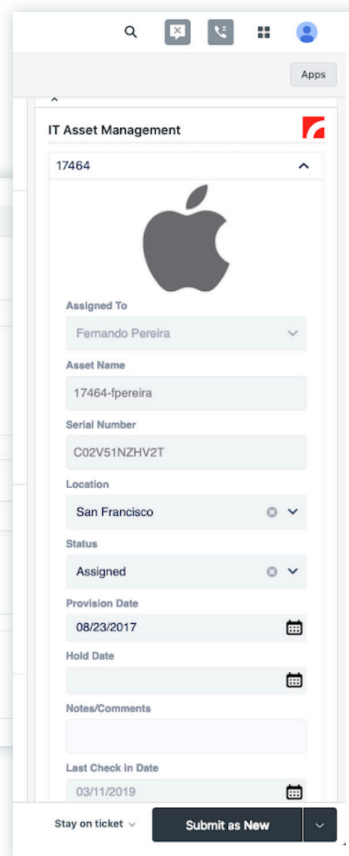
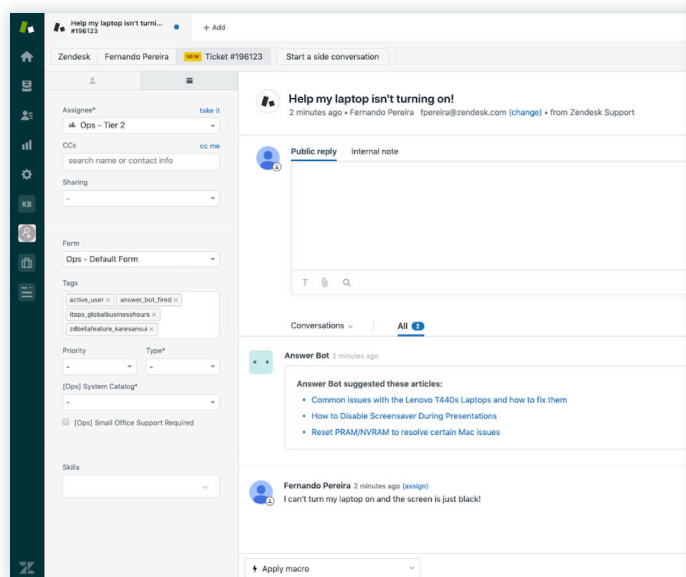
Team productivity: Improve agent experience with integrated applications



On any given day, IT departments work with numerous applications and systems. While many of these systems are meant to improve productivity, this gets complicated, somewhat ironically, given that critical information lives across channels. Zendesk helps improve efficiency by giving teams the ability to integrate applications, systems, and employee interactions within Zendesk Support. As a result, teams can more easily access the systems they use for faster, more contextually relevant and enjoyable employee experiences.

Zendesk has more than [750 app integrations](#), including apps for Asset Management (Oomnitza, Panorama9), Change Management (Myndbend, Sweethawk), Collaboration (JIRA, Slack), and Remote Assist (Rescue LogMeIn, TeamViewer). Other popular applications for IT departments include Device42, Trello, Dropbox, Workato, Azuqua, Okta, OneLogin, Five9, and Box.

With these integrations, IT teams have the ability to connect multiple systems they use on a daily basis into Zendesk Support. And Zendesk Support becomes the central hub for IT teams to access information and interact with relevant systems.



With Zendesk and Oomnitza, IT teams can centralize asset management, right in the Zendesk Support interface. This means that IT teams can enable automated ticket creation to track assets assigned to employees without any additional steps.

Scale fast: Use AI and automations to support a growing team

The Zendesk Customer Experience Trends Report 2019 uncovered some fascinating insights about AI in CX. Consumers largely think of AI as an emerging technology: Across countries, nearly two-thirds of customers either don't think they've interacted with a customer support bot in the past six months or don't know.

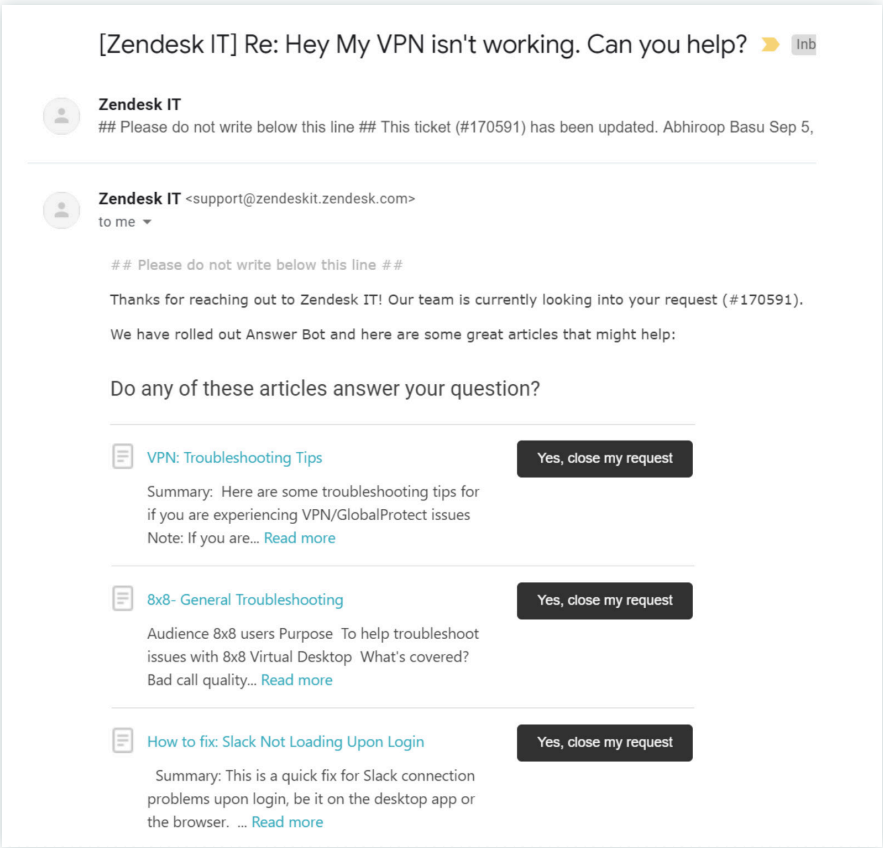
On Zendesk specifically, more than one million tickets have already been solved using AI tools, saving 225,000 agent hours and giving 2,800 years back to the customer.

IT teams can leverage AI, powered by Answer Bot, to help teams deflect tickets and scale support across the organization, while giving employees the fast responses they expect. Answer Bot is a boon for IT teams: It works right alongside your team by using machine learning to help answer incoming questions. With content from your Zendesk Guide knowledge base, Answer Bot suggests articles that could help employees resolve their issues. For example, if an employee submits a question about proper use of

company equipment, Answer Bot can be enabled to highlight relevant help center articles on company policy to allow employees to quickly self-serve.

IT teams can also benefit from automations tools in Zendesk Support, such as macros and triggers, to streamline support for repetitive questions. An example could be setting up automated email reminders around password security, or setting up a trigger to let employees know that their issue is being escalated.

With company growth comes increasing employee support needs. Internal teams like IT need to find a way to provide efficient support as they continue to scale to meet employee expectations. Our CX Trends Report found that support teams using Zendesk's AI features see a clear overall efficiency boost—they resolve tickets 21% faster and see a Self-Service Ratio that is two times higher, while handling about six times the volume of requests compared to their peers.



Answer Bot works right alongside your support team by using machine learning to help answer your customers' questions. With content from your Zendesk Guide knowledge base, Answer Bot suggests articles to your employees to resolve their issues. So if an employee reaches out about VPN support, Answer Bot can be enabled to surface the relevant help center articles you have in place about VPN troubleshooting, allowing employees to resolve issues on their own.

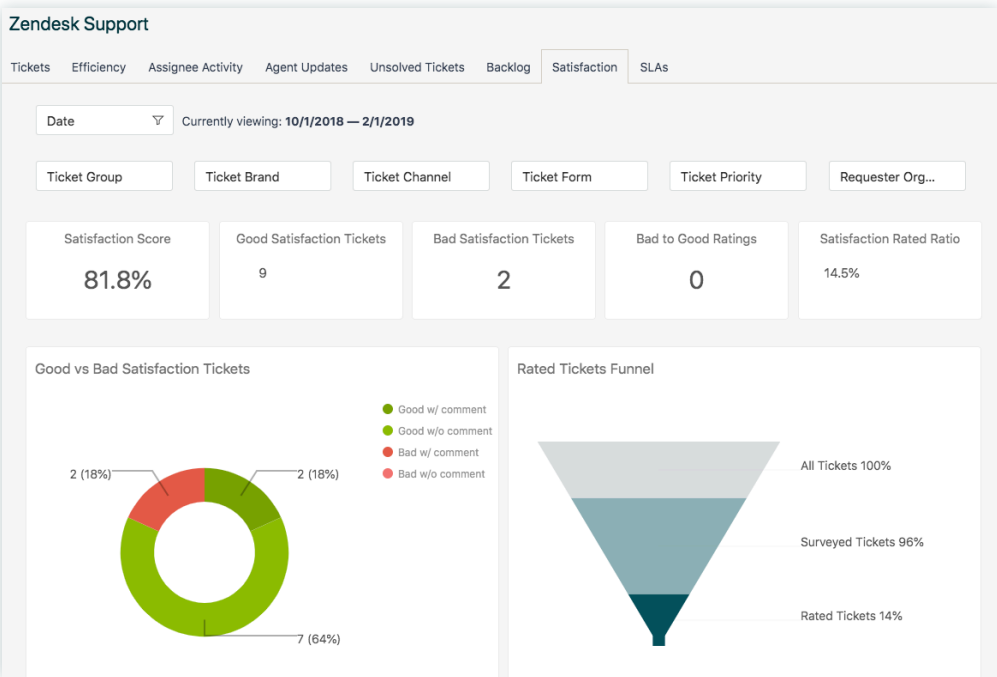
Optimize Performance: Use customizable reporting to analyze data

Nobody likes working in the dark, or showing up to a meeting without clear answers. IT teams need visibility into how their team is performing against goals such as employee satisfaction and overall efficiency—that’s crucial for pinpointing opportunities to make improvements, whether that be related to improving response times, decreasing backlog, or improving employee CSAT scores. Constantly tracking key metrics as they relate to support goals is not a nice to have; it’s a need to have.

[Zendesk Explore](#) provides a way for IT teams to identify actionable insights to analyze trends, response times and satisfaction scores. This information empowers them to identify underlying problems and opportunities to improve team performance. Explore gives IT teams the power to measure and continuously improve service delivery performance with built-in reporting tools and best practice dashboards. Teams can also build their own custom reports to track incidents, events, problems, service requests, downtime and more, which allows them to uncover process inefficiencies and bottlenecks.



Explore also gives IT teams the ability to monitor employee engagement and gather feedback with easy-to-use tools, like CSAT surveys. And it complements other Zendesk tools: Teams can see if Answer Bot is helping to more efficiently resolve employee questions, and drill into specific areas to understand what they can improve to increase effectiveness scale support through AI.



With Zendesk Explore, IT teams can monitor key initiatives, such as employee satisfaction, with built-in reporting. Keep track of how your CSAT score is trending over time, and drill into problem areas by reviewing tickets and comments to identify where to make improvements.

CUSTOMER SPOTLIGHT:



460,000

Employees

30,000

articles viewed per week

79%

one-touch resolution tickets

A couple years back, grocery giant Tesco—which serves 79 million shopping trips per week across the world—realized it needed a more efficient way to manage internal technology issues and queries for its 460,000 employees, who are located across nine countries. Smart self-service has been a boon for the company, allowing it to scale: Since it rolled out self-service with Zendesk Guide, Tesco has found that employees are viewing around 30,000 articles a week across its various help centers. It has five instances of Zendesk Support and eight help centers up and running for multiple internal teams, including IT, People Services and Security.

By leveraging self-service and smarter ticket routing, Tesco has been able to create simpler experiences for internal teams and allow them to dedicate more time servicing customers. Approximately 79 percent of all tickets are resolved by the first assigned group, without rerouting or escalation.

“The internal demand has been huge since that initial deployment,” said Adam Bruce, lead product manager for Tesco’s Service Desk. “Other teams have seen how Zendesk has improved service and want to start using it too.”

IT teams across the world use Zendesk to improve the employee experience



Contact us to learn more about how IT teams are using Zendesk to provide better employee experiences.

zendesk.com/contact

