

Questions for Capstone Service Desk Site Visit

- **How does the service desk measure customer satisfaction?**
 - Event driven customer satisfaction surveys
 - Request customer feedback on a single service event
 - Monitoring analysts
 - Checklists that describe specific criteria that supervisors use to measure the quality of a contact
 - First contact resolution rate
 - Percentage of contacts (calls, e-mails, chats, faxes and web requests) resolves during a customer's initial contact compared to the total number of contacts received at the service desk for a given period of time.
- **What training do employees receive to improve their soft and self management skills?**
 - Listening, communication, customer service
 - Stress management, time management
- **How is the service desk using technologies?**
 - Telephone (system type, ACD (automatic call distributor), VRU (Voice response unit), CTI (computer telephony integration), etc.
 - Email
 - Incident management systems
 - Knowledge management systems
 - Web-based technologies
 - Self-service
 - Instant messaging
 - Chat
- **What steps does the company take to ensure these technologies are customer friendly?**
 - Customer feedback?
- **What types of documents and records do employees create, and what, if any, training do employees receive to improve their writing skills?**
 - Tickets
 - Email messages
 - IM and chat messages
 - FAQs
 - Knowledge management system solutions
 - Reports
 - Procedures

- **What difficult customer situations do analysts experience, and how do they handle these situations?**
 - Customers that are angry, frustrated, or demanding
- **What techniques and training do analysts use to enhance and improve their problem solving skills?**
- **What techniques and training do analysts use to develop and improve their business skills?**
- **What roles exist within teams and what techniques are used to build a solid team?**
- **How does the team, and how do analysts within the team, manage stress and burnout?**