

Questions for Capstone Service Desk Site Visit

Comment [F1]: Can you please list your name, company you work for, type of business it is, and your position, as well as a website address for the company

Name: _____
Title: _____
Company: _____
Description of Services: _____
Website: _____

- **How does the service desk measure customer satisfaction?**

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.

Comment [F2]: How do you analyze this data? Is it done with computer software? If so, what is the name of the software?

Comment [F3]: Who is in charge of analyzing customer satisfaction? Is this the job duty of one particular employee? Or is it a combined effort amongst all service reps?

- **What training do employees receive to improve their soft and self management skills?**

- Listening, communication, customer service
- Time management

Comment [F4]: Is this training implemented at the beginning of a person's employment? Or is it required at scheduled times throughout the year? Or is it only implemented when an employee's skills show to be less than satisfactory??

Comment [F5]: How is the training performed? Do managers hold training sessions? Or are employees sent off-site to attend third party training? Or is it done through instructional videos, handouts, company seminars, etc?

- **How is the service desk using technologies?**

- Telephone CTI (computer telephony integration)



Comment [F6]: What is the software used for CTI? Does it perform such functions as: screen pops, simultaneous screen transfers, fax server transmissions, or outgoing calls?

- Email
- Incident management systems



Comment [F7]: What software do you use for the Incident management system? Can you give an example of some of the important data that is entered?

- Knowledge management systems



Comment [F8]: Who contributes to the KMS? Is it an elaborate system, or is it a simple database for the service desk's use? Is it managed by 3rd party software? Or is it maintained and developed in-house?

- Web-based technologies
 - Instant messaging
 - Chat



Comment [F9]: What kinds of support does the company provide through the IM and chat technologies? Limited? due to privacy issues?

- What steps does the company take to ensure these technologies are customer friendly?

- Customer feedback



Comment [F10]: How do you obtain customer feedback? Does the company request customers to complete surveys? Or is the information gathered through service calls when the customer mentions the ease of the service?

- 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
- Knowledge management system solutions
- Reports
- Procedures



Comment [F11]: Is there any training on how to use the system? Or is 'learn as you go' type of thing?

Comment [F12]: How are these documents submitted? What kind of system does your company use?

- What difficult customer situations do analysts experience, and how do they handle these situations?

- Customers that are angry, frustrated, or demanding



Comment [F13]: How do you personally handle these difficult situations?

- What techniques and training do analysts use to enhance and improve their problem solving skills?

Knowledge bases and manuals



Comment [F14]: If an employee is having trouble using their problem solving skills to assist customers, is it recommended that they study/review the knowledge bases and manuals to enhance their ability to perform?

- What techniques and training do analysts use to develop and improve their business skills?

Emails, meetings



Comment [F15]: What kinds of meetings? Any based on project management, financial management, problem solving, conflict management, time management, or human resource management (i.e. coaching team members, conducting performance appraisals, etc.)?

Comment [F16]: How frequently do these meetings occur? What is the most common basis for holding such a meeting?

- What roles exist within teams and what techniques are used to build a solid team?

leader and agents, tier levels.

Comment [F17]: Please elaborate the duties of the roles, and what kinds of skills/attributes are sought for that particular role.



- How does the team, and how do analysts within the team, manage stress and burnout?

they don't or are put on a different project for the meantime

Comment [F18]: Are the team's duties fairly un-stressful for projects?

Comment [F19]: Who makes that call? What kinds of behaviors warrant the removal of a team member?

