Exceptional service in the national interest

Sandia National Laboratories

Enhancing Customer Service via Help Desk Design and Support

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KEY COMPONENTS

- Service Level Agreement (SLA)
- Phone Queue
- Custom Trouble Ticket Tool
- Response / Resolution
- Help Desk Work Instructions

KEY BENEFITS

- Reporting via metrics
- Reduced demand on developer time
- Quicker response to customer
- Automatic escalation based on response time
- Basic issues addressed by help desk
- Complex issues routed to team

KEY CHALLENGES

- Stop hero-based support
- Get customers to use e-ticket
- Use part-time staff effectively
- Ensure that wording on e-ticket speaks to customer
- Develop domain knowledge of products in Tier 2 support staff