

## NLIT 2016 Abstract

Track: End User Computing: Your First Hit is Free

Title: SNL CCHD RAS Pods: Service Desk Optimization

Sandia National Labs' Corporate Computing Help Desk (CCHD) handles approximately 10,000 calls per month in support of the Labs' workforce. CCHD is composed of First Responders who take the calls and the Tier 2 Team known as RAS for "Remote Assistance Support." Given the extremely fast pace of CCHD's environment, the challenge historically has been how to effectively train new hires to the Tier 1 team while they were actively taking "live" calls. It was out of this desire to get new hires quickly spun up to be able to effectively resolve customer issues that the RAS Pods were born.

In this session we will share an innovative approach to imparting call handling skills and knowledge to Tier 1 support techs. The result? Increased tech confidence, competence and job satisfaction as well as increased cohesion between Tiers 1 and Tier 2. The payoff? Reduced ASA and Abandon Calls and increased completed calls at the first level resulting in an improved customer experience.