

Help Desk Tickets for Patrons & Staff

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Scope

What is Help Desk Software?

“Help desk software is a computer program that enables customer-care operators to keep track of user requests and deal with other customer-care-related issues.”

Core Components:

Tickets, customer relations management (CRM) module, knowledge base

Internal vs. External

An *IT help desk* supports internal staff, solving problems that range from a simple password reset to a network outage.

A *customer service help desk* focuses on the external customer, answering questions about and helping troubleshoot issues with products and services they're using.

Functions

Help Desks offer a single point of contact where users' questions can be answered, freeing up staff time and standardizing responses, and permitting staff to measure user satisfaction.

Help Desk Benefits

No more lost or duplicated help requests

A centralized single point of contact simplifies request submission and review.

Accountability, incl. prioritization

Agents are assigned responsibility for individual tickets, while still allowing for documented collaboration.

Reporting capabilities

Reporting provides insight into patterns that can inform scheduling, training, and documentation.

Automate standard tasks

Funnel tickets through pre-established workflows, supporting the work of staff.

Remote work benefits

With hosted (SaaS) solutions, agents can provide assistance anywhere they are able to access resources.

Help Desk Limitations

Cost concerns

Learning curve: how long will it take to train staff so that they can use it successfully?

Maintenance requirements: will significant time be required to

How to Evaluate

Determine full cost.

Compare features.

Review other instances.

Test a self-hosted (e.g. WordPress) version, even if you're not interested in that platform.

Does it integrate with (and simplify) existing systems?

What level of support is provided? (incl. a customer base for "external" resources)

Sources:

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