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Building a Service Desk: The Key to Customer Service

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Across the country, IT organizations are assessing how they manage their IT services and the changes, complex and simple, they can implement to improve efficiency as well as customer satisfaction. Many ITOs have found that transforming to a Service Desk enables the business to function better and improves IT services for end users.

This presentation is focused on IT operational managers and the benefits and challenges to transforming to a Service Desk. The discussion will encompass the use of best practices, like ITIL, to drive continuous process improvement and to improve key performance indicators such as first call resolution rate, customer satisfaction, and incident resolution times. The presentation will also address: Why transform; Functions to include at a service desk; Benefits to the lab; Benefits to the end user; Understanding your starting point; Challenges to the transformation; Best practices; Case studies

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