

1 Help Desk Management

Musanadah has its own dedicated helpdesk functioning 24/7 365. The help desk typically serves as the single point of contact for any requirement, issue, or assistance to the end users, help desk guarantees timely assistance and prompt resolution of issues by defining and publishing their assured service levels by delivering high levels of service to meet the business goals and increase their leverage. Help desk benefits the client and end user in the following ways:

- A one stop solution to all issues or questions raised from the client
- Readily available ticket history and status information
- Real time notifications about request
- Timely service

Help desk is the centre of customer service team. It helps business provide customer-centric service through automating and organizing their daily workflow. By supplying employees with the tools, they need for quick response.

Every interaction is important; therefore, every interaction will result with a new service ticket. This not only helps team keep track of open cases, but it also provides business with up-to-date information.

The practice is extended to the communication medium such as email, phone call, in-person conversation, or online request, each incoming message will be processed as a new ticket. This is one of the core fundamentals for creating an Omni-channel experience typically with a simple, engaging interface and an efficient process for achieving goals.

Help desk will be based on the needs and desires of clients. Making changes based on client feedback ensures a stronger user experience and improves client satisfaction.

Help desk Management focuses on the below factors:

- Build a knowledge base by categorizing tickets
- Address service level agreements
- Ensure All Tickets are answered
- Capture customer feedbacks
- Accurate ticket resolutions
- Focus on prioritized tasks
- Focus on transparency
- Labeling the tickets

