

Drive Down Call Volumes Using Learning Technologies and Techniques

Reducing call volumes and cost is a constant objective for Service Desks. The latest learning tools and techniques can be deployed to help in the cause.

Take aways:

- Learn what calls to target for elimination
- Understand how to work with HR to effectively target the users
- Cost effective tools that can be used on the desk in cooperation with HR
- Real examples
- Ideas for next steps



John Towsley

Co-Founder
Thought Rock

What Do We See?

Focus on logging and categorization

Call volumes

Types of calls

Obsession with metrics

Time to answer, average talk time, total call time, utilization

Pre occupation with cost

Cost per call

Total labor costs

Service Desk technology costs

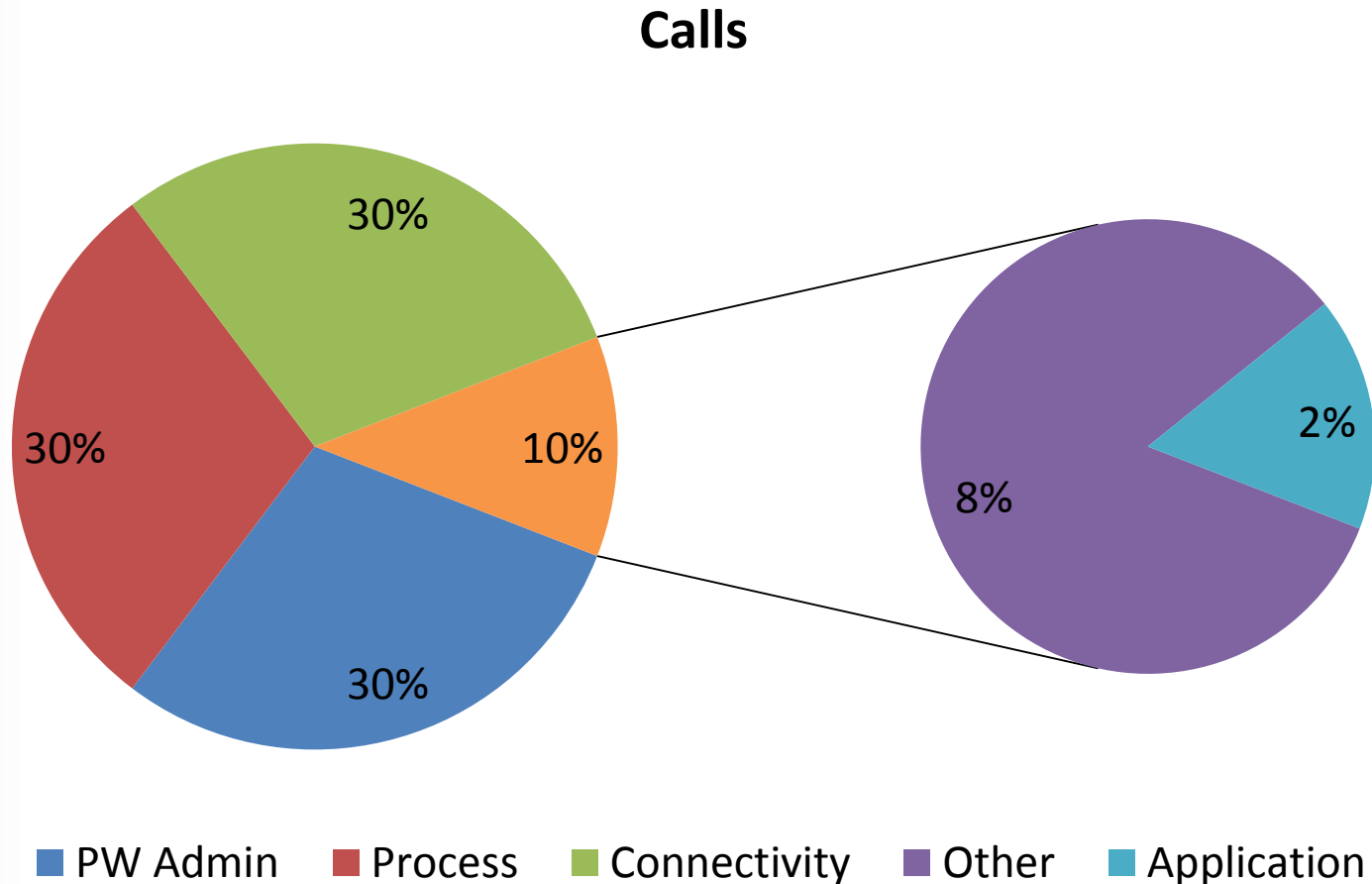
Pragmatic Approach



Measure

- Call Volumes
- Call Categories

Call Volumes – Our Experience



Pragmatic Approach

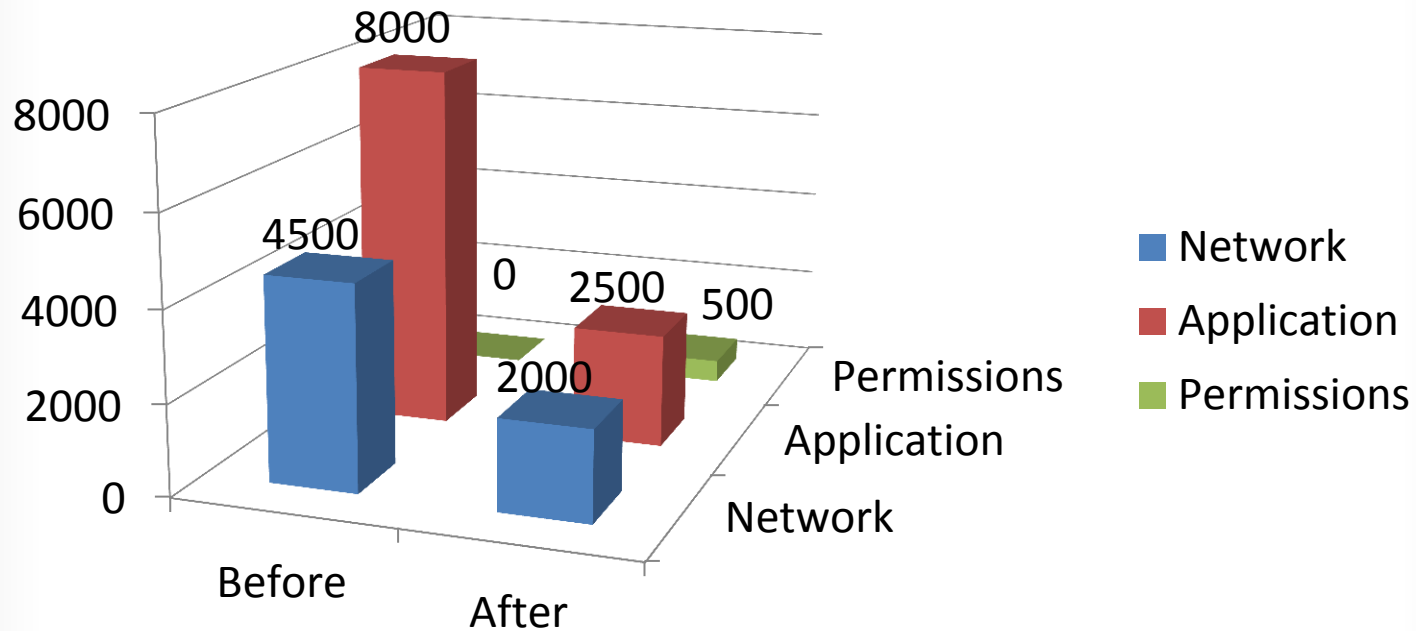
Measure

- Call Volumes
- Call Categories

Simplify

- Policies
- Processes

Password Reset Example



Implement Single Sign-On
Change Audit policy for Password Resets

Pragmatic Approach



Ex. LMS Support

B-Wyze SOLUTIONS

Welcome Demo User. Last Login: Aug 15 2011 7:06 AM

My Profile Help Logout

MESSAGES

Announcements: 0 (of 0)

Notifications: 0 (of 0)

QUICK TIPS

Nuggets

LIBRARY

Document Manager

SEARCH

Enter Search Term.

Advanced Search GO

Learning Path Courses Events Activities My Status

Welcome to the Online Learning Center

Click on the appropriate tab above to access any assigned Courses, Events or Activities. Click on the My Status tab to view your progress.

View Course Catalog

For a shortcut to jump right to a pending assignment, use the list of hotlinks below:

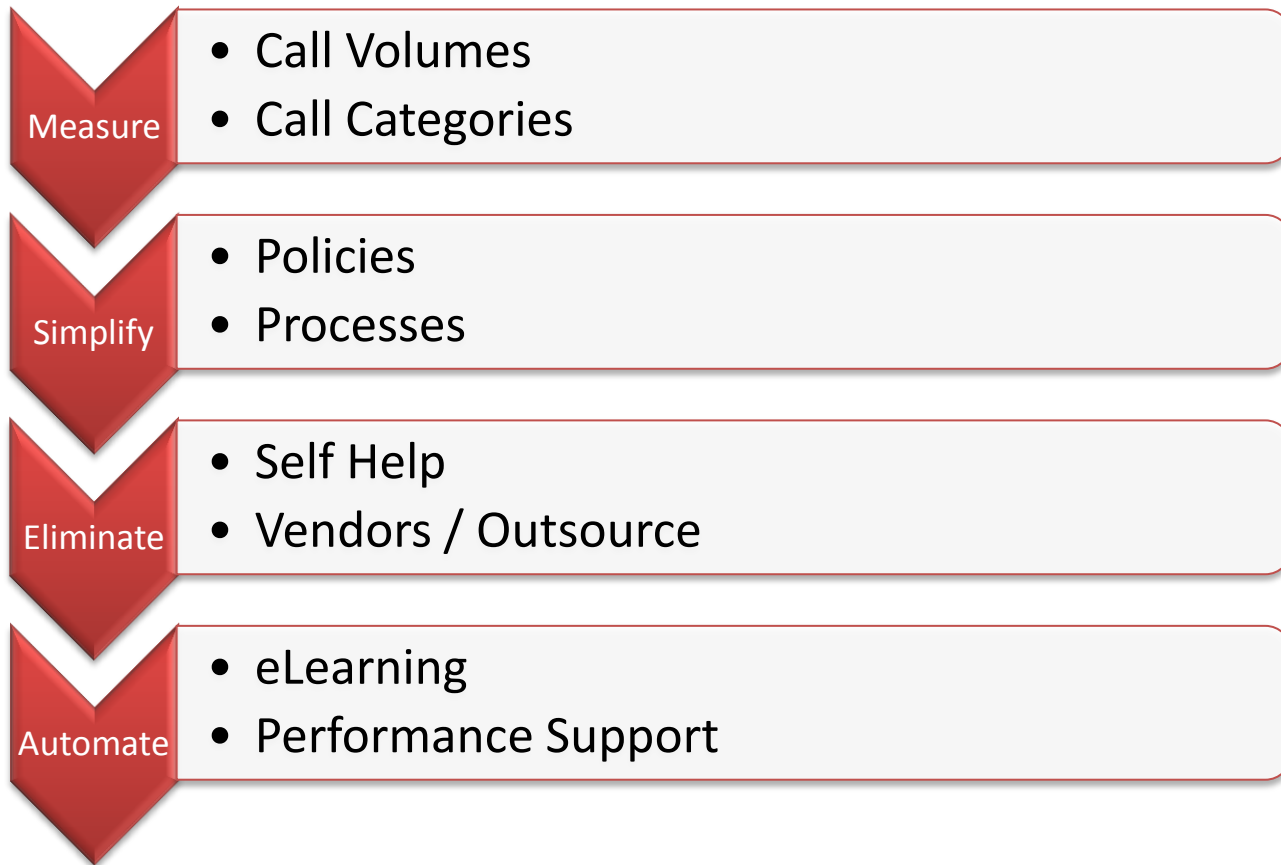
Assignments Pending Completion Refresh

Courses

Bongar Representative Essentials	Not Attempted
Certified Remote Agent	Not Attempted
Exchange	Not Attempted
ITIL v3 Foundation V4709	Not Attempted
Loyalist Online Proctor Certification Course	Not Attempted
Salesforce Training	Not Attempted
Security Awareness	Not Attempted

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Pragmatic Approach



eLearning Example

Define Service Catalogue

Simple Spreadsheet basis

Build Learning for Service Desk

Rapid eLearning development

Effective, track able, professional

Cost effective

Partner back to HR

Integrate to on boarding process

Service Catalog Example

Identification				Services			Service Level Management		Knowledge Distribution			
Unique Number	Owner	Reseller	Customer	Service Category	Service	Description	Tier one FLR	Tier two FLR	FAQ	KB Insertion	eLearning	Notes
			All	Outlook (Includes version 2003, 2007, 2010. Supporting features, functionality and errors. Not responsible for the Office product)								
			All		Missing Mail		50	90		Required	Required	
			All		Signature	Setting up and supporting the Signature function.	70	100		Required		
			All		Out of Office	Setting up and supporting the Out of Office function.	70	100				
			All		Calendaring	Support for Calendar in Outlook including appointments, permissions, sharing, and exporting	70	90				
			All		General Usage	Generate usage of Outlook features and functionality	70	100		Repurpose?	Required	

Service Catalog Example



System – User eLearning Example




Help


Exit

☐ Pending

☒ Started

☒ Completed



☐ Basics of ARGUS

☐ Navigating ARGUS

☐ What You Can Do With ARGUS

☐ Summary

☐ What You Have Learned

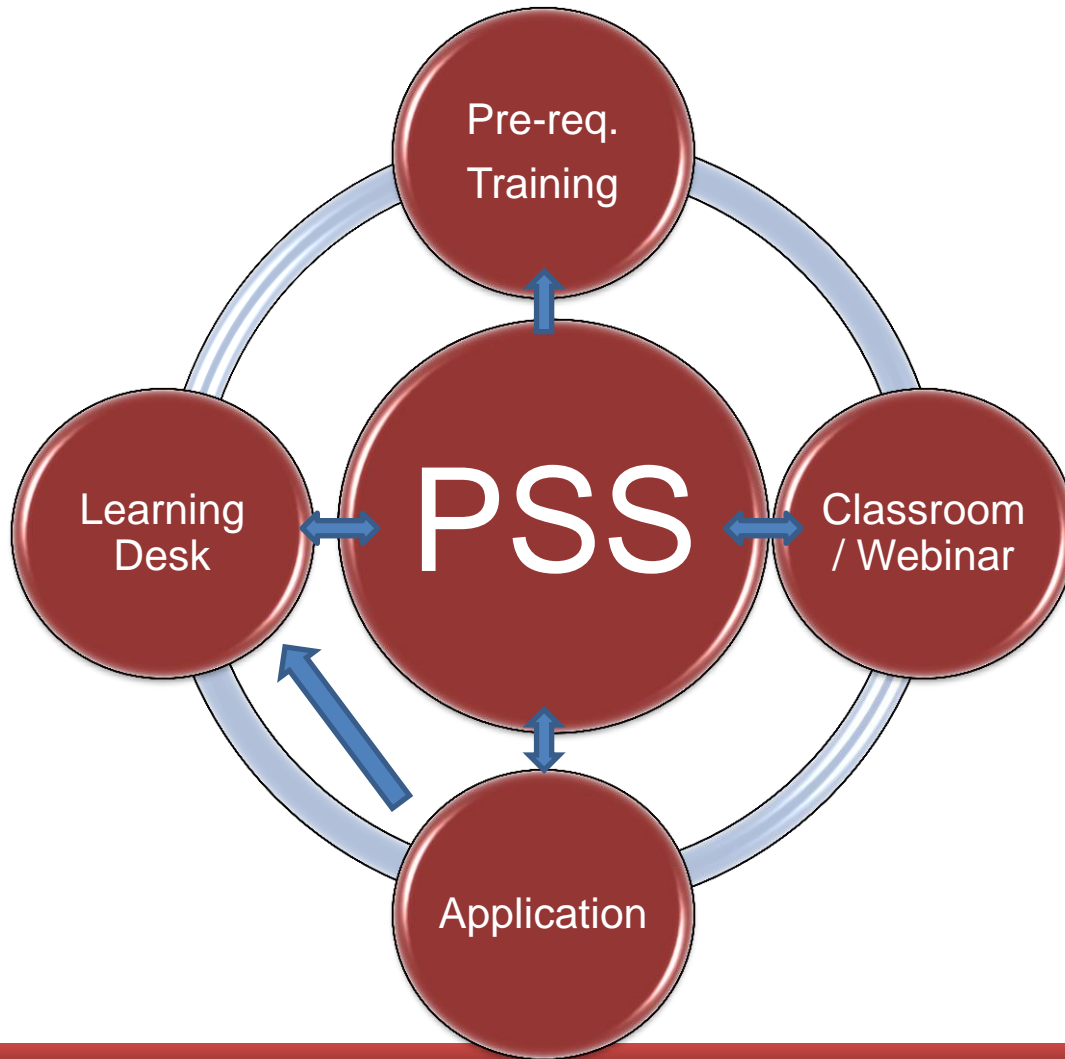
☐ Introduction

☐ The Importance of ARGUS



 Audio Yes/No

Performance Support



Performance Support Examples - Process



PSS Example



PSS Example

LearningGuide solutions

MS Project

MS Project

Step 1

Print document

Step 1

Set preferences

General preferences

View

Schedule

Schedule

Calculation

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6 Step 7 Step 8

- + New in Project 2010
- + Basic skills
- Scheduling in 8 steps
 - Introduction to scheduling
 - Road map
- Set preferences
 - Step 1**
 - Set preferences
 - Organizer
 - View
 - Calendar
 - Schedule
 - Calculation
 - + Set work schedule
 - + Enter start data
 - + Determine Work Breakdown Structure (WBS)
 - + Create dependency structure
 - + Schedule resources
 - + Set constraints
 - + Tracking

eLearning Example

LearningGuide solutions

Back Forward Home Help Search

MS Project

MS Project View

Steps Details Print document

+ New in Project 2010

+ Basic skills

- Scheduling in 8 steps

Introduction to scheduling

Road map

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Step 1

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Organizer

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+ Set work schedule

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Project Options

General

Display

Schedule

Proofing

Save

Language

Advanced

Customize Ribbon

Options

General options for working with Project.

User Interface options

Color scheme: Silver

ScreenTip style: Show feature descriptions in ScreenTips

Project view

Default view: Gantt with Timeline

Date format: Wed 1/8/09

Help on top

Related information

- Click the *File* tab
- Click *Options*
- In the left-hand pane, click *General*
 - If necessary, in the *Default View* drop-down list box, select *Gantt with Timeline*
 - In the *Date format* drop-down list box, select the desired option
- In the left-hand pane, click *Advanced*
 - In the *Display* section, enable the desired check box

Calculation

Calendar

Schedule

Performance Support ROI for Help Desk: Global Systems Integrator Case Study

Background:

Global Systems Integrator

13,500 employees

Supported by single IT Help Desk

Business Challenges:

Onboard 1,000+ end users and help desk staff every year

Frequent launch of new applications and system upgrades

Rapidly increasing help desk costs due to increased call volume/duration

Solution:

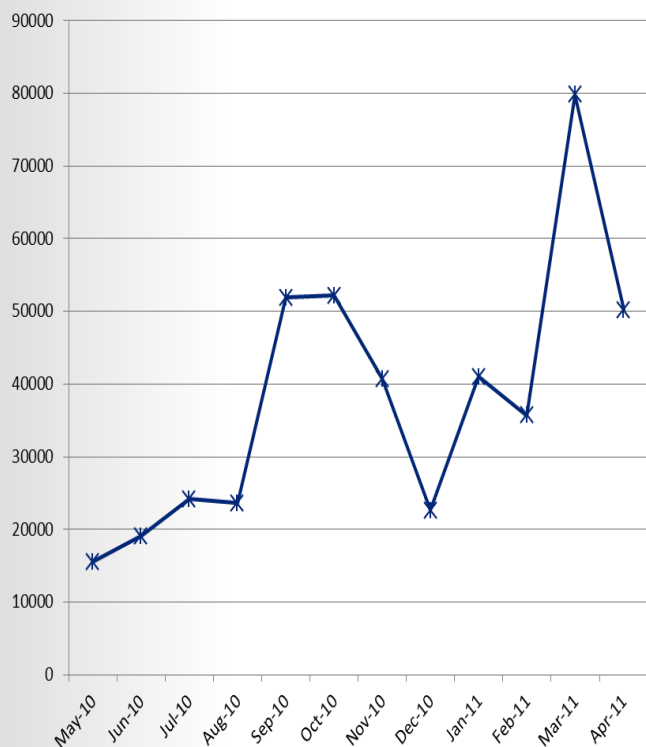
Standard Content for MS Office 2010

Baseline Content for SharePoint

Mgr for remote worker support processes (VPN, aircards, smartphone, etc)

Mgr for internal operations (HR, Document Management, ERP)

Performance Support ROI for Help Desk: Global Systems Integrator Case Study



Usage statistics:

- Monthly average “hits” ~ 50,000
- Peak ~ 80,000 “hits”

Sample Results:

Year-over-year reduction in call volume by 12.5% (10k+) while on-boarding 500+ new employees

Call durations for “standard” call types reduced significantly (but not specifically measured)

Office 2010 rollout training resources reduced from 10 FTE to 2 FTE

Office 2010 rollout end user classroom time reduced by three hours per employee

Nominated internally for Innovative IT award

Calculated Savings:

Call center: $10,000 \times \$40 \times 12 = \4.8M per year

Office 2010: training FTE = \$650,000

Office 2010: end user productivity ~ \$2M

Performance Support for SFDC CRM: Healthcare Insurance Payer - Background

Background:

One of the largest private healthcare insurers in the US
Insures 12.5M individuals
30,600 employees

Business Challenges:

Ongoing training and support for CRM migration
Regionally diverse sales processes used in formerly independent sales organizations
Growing national sales organization

Solution:

Baseline Content for SFDC
Baseline content customization for client's SFDC implementation
Custom content documenting client's Sales SOPs
Application embedded learning content linked to from SFDC based on user's context
Single-source authoring enabled publishing to PS and PDF

Thank You

Q&A



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We'd Love To Hear From You!

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