# HDI® 2017

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SUPPORT

# Radical Customer Service: Bringing the Service Desk to the Customer

## Taylor Jadin
## &
## Neil Gloudemans

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# How do we bring better service to our customers?

- 3 keys to success:
  - Good Service
  - Good delivery method
  - Data to prove it

# In the old days...

- Tech Support Help Desk (Helpless Desk)

- Call and visit based only

- Student lead (order takers)

# Two Types of Support Staff

- "Move, I'll do it myself" Guy


- The Tech Wizard Friend in the Department

# In the old days…



Question: What's the point of having a Help Desk that doesn't actually "help" you with anything?

8:36 AM - 21 Oct 2010



Left a message w/ the HELP desk yesterday a.m. w/ a Tech issue. Still haven't heard back. (Boo!) Glad I have @crevier for my tech support.

7:50 AM - 27 May 2011

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# Metrics?

- Very few metrics where available
- First Call Resolution ≈ 0
- Johnny doesn't need a new Saxophone

# Have you restarted it?

- Nov. 1st, 2012
- Tech Support and IT rolled into one division
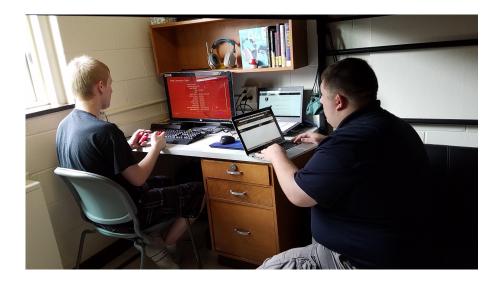  - New Division: ITS
- New "Service Desk"

# Radical Hospitality

- Common College Theme 2014
- How do we apply do this to ITS?

# Radical Customer Service

Vision:
An engaged campus where technology is easy to learn and fun to use, with services that are simply delightful!

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# Radical Customer Service

- Going above and beyond EVERY time for everyone
- Taking the extra step to ensure that the person will come back again and again
- Leave them with a smile and feeling better, less stressed

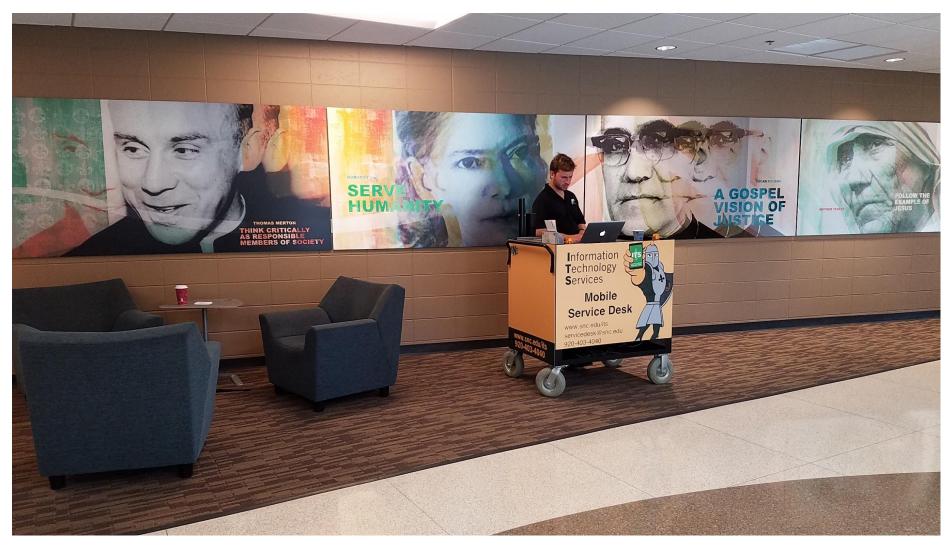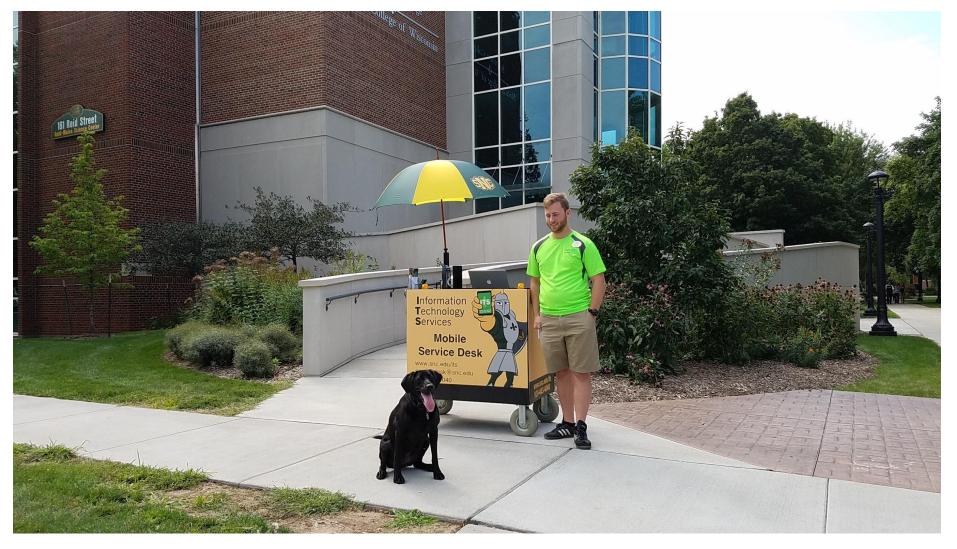# How do we bring better service to our customers?

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# Two Key Metrics

- Ticket Velocity
  - How rapidly are we closing tickets
  - Efficiency, speed, and throughput

# Two Key Metrics

| | Days Open | | | | Completed Requests | | |
|---|---|---|---|---|---|---|---|
| **Team Request Breakdown** | | | | | | | |
| | < 3 | 3 - 13 | > 13 | Total | ≤ 24h | ≤ 7d | ≤ 30d |
| AT | 0 | 2 | 1 | 3 | 0 | 8 | 23 |
| EA | 1 | 7 | 53 | 61 | 1 | 13 | 57 |
| IS | 0 | 4 | 7 | 11 | 2 | 6 | 27 |
| US | 6 | 5 | 4 | 15 | 12 | 55 | 315 |
| Total | 7 | 18 | 65 | 90 | 15 | 82 | 422 |

Now : Monday, April 17, 2017 4:47 p.m.
Data: Monday, April 17, 2017 4:45 p.m.

| Win 10 Remaining | | Win 10 Progress | | |
|---|---|---|---|---|
| Windows 7 x64 | 32 | Remaining | 39 | 4.4% |
| Windows 7 x86 | 5 | No Update | 31 | 3.5% |
| Windows XP | 2 | DSP | 21 | 2.4% |
| **Total** | **39** | Cofrin 008 | 6 | 0.7% |
| | | Windows 10 | 786 | 88.9% |
| | | **Total Windows** | **884** | **100%** |

www.snc.edu/win10remaining

# Two Key Metrics

- ## Quality of Work
  - ### Love Letters
    - Unsolicited letters, notes, food etc.
    - Jan 1st - April 13th:  50 love letters

**Scott Crevier** to Quo ⌄                                                   9/26/16

Zach is helping us get the week off to a good start!

---------- Forwarded message ----------
From: **Christina Hankwitz** <christina.hankwitz@snc.edu>
Date: Mon, Sep 26, 2016 at 12:22 PM
Subject: Fwd: Unable to resize photo in publisher ISSUE=88241 PROJ=1
To: Scott Crevier <scott.crevier@snc.edu>

Hi Scott,

I wanted to let you know what a great job Zach did in helping me with the photo issue in Microsoft Publisher.   He listened to my long tale of woe, offered a few suggestions, and then asked if he could come to my office to help in person.  I had to leave for a meeting, so he set up an appointment time with me after the meeting.  He showed up in my office at the scheduled time, having done some research into the issue.  He let me show him what I had tried (that didn't work) then showed me what he learned about the right way to insert photos into Publisher.

I also wanted to share how much I appreciate having moved away from being required to put in all our IT requests online.  It is great to be able to call 4040 and know that someone will immediately talk to me about whatever IT issue I'm dealing with.

THANK YOU!!

**Scott Crevier** to Quo ⌄                                                   9/20/16

So, we have a new unique love letter. Casey noticed today that he had 5 more lunches on his account than he expected. Of course he asked me about it, thinking there might be some kind of flaw in my web programming skills from the days of yore. But I knew nothing about it.

Then he found out this afternoon that Nina (Office of Communications) added 5 lunches to his account. She said it was because he's so easy to work with.

So, that's pretty cool.

(Though I can't help but recall that I worked pretty closely with Nina for 6 years and she never bought me a lunch, much less 5.)

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# Additional Example

- Freshmen Move-In: Registering Devices

| Agent | Qty | Pctg |
|---|---|---|
| Scarlett Suhrer | 100 | 15.9% |
| Neil Gloudemans | 85 | 13.5% |
| Kheenan Halvorson | 81 | 12.9% |
| Lee Reid | 63 | 10.0% |
| Scott Crevier | 53 | 8.4% |
| Brady Cubitt | 51 | 8.1% |
| Chris Brown | 40 | 6.4% |
| Donny Bouressa | 39 | 6.2% |
| Taylor Jadin | 35 | 5.6% |
| Darlene Blaney | 31 | 4.9% |
| Ravi Agarwal | 29 | 4.6% |
| Sara Dziubek | 11 | 1.7% |
| James Vogt | 6 | 1.0% |
| Rob Downard | 2 | 0.3% |
| Krissy Lukens | 2 | 0.3% |
| Catherine O'Brien | 1 | 0.2% |
| **Total** | **629** | **100%** |

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# Trust

# Trust Formula

# Before we move on…

# Take our ideas back with you!



## Guerrilla Customer Service

Our best service

→ People that need it

→ Where they need it

→ When they need it

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# What's next for us?

- Students/Interns
    - Increased training, gamification
    - HDI Customer Service Certifications
- Personas (borrowed from Design Thinking)

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