

Help Desk and Internal IT Client Service

Course Content –

Importance of internal client service

Managing Client Satisfaction

- Dissatisfaction vs. Satisfaction vs. Delight
- Client Wants
- Resolution, Action, Information or Promise

Managing Client Expectations

- The “One IT” Concept
- Moments of Truth
- Importance of Controlling the Discussion
- The DANCE conversational framework

Ways to Say “No”

- Using Redirection
- Using Referral
- Using the Company High Road
- Using Leading Questions
- Saying “Yes” with Conditions

Influencing Client Behavior

- Fifteen ready-to-use techniques to help you help your client

User Experience

- Client service
- Products
- Services
- Documentation and training
- Multi-channel accessibility
- IT thought leadership

Measuring Client Satisfaction

- Key Performance Indicators (KPI)
- Net Promoter Score (NPS)
- Customer Satisfaction Score (CSAT)
- Be Creative!

Task Prioritization

- Importance of Task Prioritization
- Approved prioritization process
- Client Segmentation

Documenting Client Types and Services Provided

- Help Desk Ticket Info
- Issue, Action, Result: Definition
- Client types, preferences and attributes

Building Your Client Service Personal Development Plan

- Increase Your Knowledge
- Expand Your Business/Communication Skills
- Enhance Your Client Service Ability
- Develop Your Personal Traits
- Your Ongoing Journey