Results: Work order completion is up 25% and "below satisfactory" surveys are down 80%

HDI CERTIFIED

Action: HDI Support Center Analyst certification for all technical specialists

Challenge: Failure to satisfy increased demands for support

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THE BACKGROUND: Coconino County ITSP provides help desk support for more than 1,000 local government users, covering everything from desktops, laptops, printers, A/V equipment, and smart devices to networks, RFPs, and antivirus software. ITSP receives approximately thirty-five phone calls and logs about forty-five work orders (tickets) on an average day.

THE CHALLENGES: The technical service and support team at Coconino County had a reputation for not being able to satisfy its users' demands for support as technologies were changed and upgraded. Those users began calling the ITSP team "The Helpless Desk."

THE ACTION: Coconino County ITSP now requires its technical specialists to earn the HDI Support Center Analyst certification. To help specialists prepare for their certification exams, they are also required to take the HDI Support Center Analyst online course.

THE RESULTS: Over the past year, Coconino County ITSP turned its poor reputation around. Work order completion is up 25 percent and "below satisfactory" surveys are down nearly 80 percent. In addition, the team now adheres to customer service standards and customer-centric ideals.

ADVICE: If you're looking to improve your standards of customer service, HDI will help you meet and exceed this goal. And if you need to train technicians or yourself in accepted practices, standard operating procedures, technical support procedures, and problem-solving techniques for service-oriented businesses, HDI has the tools you need to be successful.

George Larson, Technical Support Supervisor
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Flagstaff, AZ

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