

Executing the approach



How can I professionalize my helpdesk?

Improving client satisfaction and digital skills

Developments in the modern workplace go fast. How do we keep track of all new functional features? This is a challenge not only for employees but for helpdesk staff too – and all the more so because helpdesks are often technology rather than client oriented. We therefore train helpdesks in customer treatment, knowledge sharing and, if needed, improving support processes.

Adoption interventions to drive digital transformation

Train-the-Helpdesk

Professionalizing your helpdesk by adding functional knowledge and customer-friendly attitude



Improved support results in an organization with better digital skills

Does your helpdesk have a good reputation, meeting client satisfaction targets? Are your helpdesk staff capable of answering functional questions, first-time-right? And are the Q&As captured, analyzed and shared? A professional helpdesk has so much value to add to the digital readiness of an organization – and to people's positive attitude towards IT too. So we train helpdesks to improve performance by providing the latest functional knowledge and improving support processes. And, most important, by working on a customer-friendly attitude.

How does it work?

We do an intake with the helpdesk manager and staff, to measure the level of knowledge and to determine the learning needs. We then review support scripts, and work on reporting and on collecting and capturing Q&As. Then we train M365 knowledge as well as customer treatment, on the job. Your helpdesk staff will enjoy their work more and client satisfaction will increase. Most importantly, the digital skills of your organization will improve.

The next step

Securing knowledge, quality and continued productivity increase with a managed services contract, and continuing your journey to get the most out of your digital resources.