Helpdesk

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Agent: "Thank you for calling IT, my name is [Your Name]. Can I start by getting your name and the school you're calling from?"

Caller: ....

Agent: "Thank you for that. Just to be safe, can I get your callback number and the room number you're calling from in case our call gets disconnected

Caller: ...

Agent: "Thank you for your information. I understand that our technicians are not available at this time. However, I can still help you by creating a work order for you and assigning it to your site technician. I will also give you the work order number.

Caller: ...

Agent: "I have most of the information I need to create your work order, but I need to know a few more things before I can give you your work order number."

Caller:....

(**Take a moment to check the name of the site tech and assign it to him, make sure to add the school initials in the tag field. It's up to you to decide the type and priority of the call. (Make sure to choose the right selection) Submit your ticket.**

Caller ...

Agent: "Your ticket number is #000. I've assigned it to your site technician and they will be working on it as soon as they can.

Agent: Is there anything else that I can help you with today?

Caller: No, that's all. Thank you again.

Agent: You're welcome. Have a great day!

Tips for successful calls

- Write down every caller's info before writing the ticket, this will help you have a backup incase the computer deletes the information.
- Take ownership of the call from the moment you get the call, if you allow the caller to explain their issue, it would only waste theirs and your time, because you may not even be able to assist them.
- Place the caller on brief holds if you need time to sort things out. Just don't abuse the power of the hold button!
- Be confident even if you're not, the caller won't know the difference.
- If asked if their ticket will be worked today:

 ***Please rest assured that our techs are working on their tickets as fast as quickly as possible. However, the tickets are worked in the order that they were received, so I wouldn't be able to give you an estimated time of completion.