

# € TRAINING

Service Desk

A group of four smiling professionals (two men and two women) in a meeting. The woman in the foreground is wearing a black top and a multi-strand necklace. The others are wearing white shirts. They are sitting around a table with a laptop and papers.

20 - 24 January 2025  
Barcelona (Spain)



# Service Desk

REF: V2966 DATE: 20 - 24 January 2025 Venue: Barcelona (Spain) - Fee: 5565 Euro

## Introduction:

A service desk is the backbone of customer support, providing a centralized point for addressing client and internal staff concerns. This training program is designed to equip participants with the knowledge, skills, and tools to efficiently manage service desk operations, deliver exceptional customer service, and apply best practices in IT service management.

## Program Objectives:

By the end of this program, participants will be able to:

- Explore the role and significance of the service desk in IT service management.
- Implement industry-standard frameworks like ITIL to enhance service quality.
- Develop effective communication and problem-solving strategies for customer interactions.
- Use metrics to monitor service desk efficiency and improve performance.
- Measure and improve service desk performance using KPIs and reporting.

## Targeted Audience:

- Service desk professionals and IT support staff.
- IT managers seeking to enhance team performance.
- Customer service representatives transitioning to technical roles.
- Professionals aiming to understand ITIL and service management concepts.

## Program Outline:

### Unit 1:

#### Fundamentals of Service Desk Operations:

- Overview of service desk functions and their role in IT service management.
- Key roles and responsibilities of service desk personnel.
- Understanding the ITIL framework and its relevance to service desks.

- Lifecycle of service requests, incidents, and problem resolution.
- Importance of maintaining service level agreements SLAs.

## Unit 2:

### Communication and Customer Service Skills:

- Building rapport and using active listening techniques.
- How to manage difficult customers and resolving conflicts effectively.
- Crafting clear and concise communication for technical and non-technical users.
- Enhancing cross-cultural communication for global service desks.
- Developing empathy and customer-centric approaches.

## Unit 3:

### Tools and Technologies for Service Desk Operations:

- Introduction to service desk software and ticketing systems.
- Utilizing knowledge bases and self-service portals.
- How to implement automation and AI to streamline operations.
- Effective use of remote support tools and chatbots.

## Unit 4:

### Performance Metrics and Reporting:

- Identifying key performance indicators KPIs for service desk efficiency.
- Creating and interpreting performance reports and dashboards.
- Techniques for monitoring customer satisfaction and response times.
- Continuous improvement strategies for service desk operations.
- Benchmarking and best practices for service desk performance.

## Unit 5:

### Advanced Problem-Solving and Best Practices:



- Root cause analysis and effective problem management techniques.
- Implementing escalation procedures and prioritizing tickets.
- How to handle high-pressure scenarios and building team resilience.
- Developing and executing a service desk strategy aligned with business goals.
- Applying best practices for knowledge management and continuous learning.