

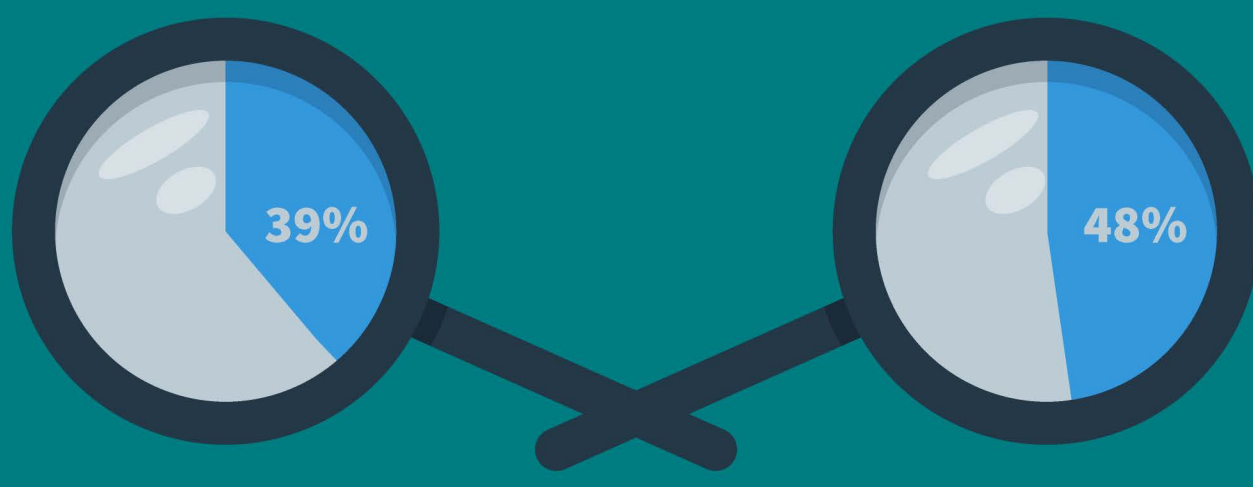
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How to Reduce Service Desk Call Volume in 5 Steps

As businesses grow so does the need for IT support, often making high-ticket volume one of the biggest struggles IT service desk agents face. These five easy steps will help you reduce IT service desk ticket volume, and potentially, lower costs.

Step 1

Analyze Existing Tickets to Identify Top Service Requests



An SDI customer satisfaction survey states that **39%** of support teams measure their success through the number of tickets resolved and **48%** measure it through customer satisfaction survey results.¹

Step 2

Recruit Subject Matter Experts to Build Knowledge

Asking the right questions will lead you to the right people

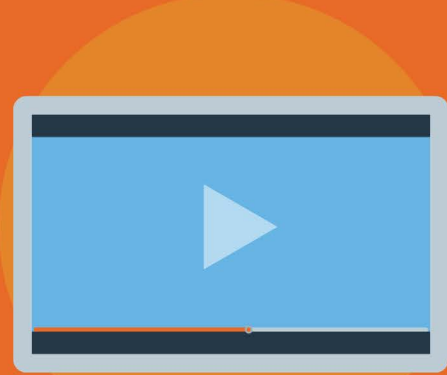
- What's the quantity and quality of their experience?
- How familiar are they with your industry?
- Do they write in a way that makes sense for your employees?



Step 3

Build Knowledge for the Highest Volume Requests

Understanding your employees' pain points will help you focus on a more employee-centric knowledge experience rather than just knowledge articles.



Step 4

Publish Knowledge that is Easily Accessible

According to HDI, businesses using **remote support** and **knowledge management tools** have higher average first-contact and first-level resolution rates than those that don't.²



An employee-centric approach is essential when deciding on which IT self-service tools to use!

Step 5

Promote Access to Omnichannel Experiences

No matter how good your knowledge articles are, employees need to be able to access them from anywhere and at any time.



Reaching the Finish Line

Want to learn more? Click here to download the full guide!

¹ SDI, Benchmark Your Service Desk, <https://www.servicedeskintstitute.com/insight-resource/benchmark-report/>
² HDI, Metric of the Month: First Level Resolution Rate, <https://www.thinkhdi.com/-/media/HDICorp/Files/Library-Archive/Insider%20Articles/First%20Contact%20Resolution.pdf>