



Help Desk Manager's Edition Sample

Issues

Improving the Team.

As a Second Level Analyst, you feel the First Level team can answer many escalated calls you are receiving. How can you explain the situation without angering your colleagues?

Sample Game Cards

(Shown smaller than the Actual 3 1/8" by 2 1/4" size)

Understanding Goals.

You manage an external Help Desk. You find over a two-week period that your abandoned call rate rose from 3% to 12%. How do you determine if you have an issue?

Thinking it Through.

Is having a low abandoned call rate ever bad?

The Big Picture.

As a Help Desk Manager, you are asked to justify your department budgets to your boss. What factors figure into your arguments?

Team Goals and Needs.

The head of the purchasing department contacts the Help Desk requesting that specific program be installed on her computer. This is an unsupported product. How do you handle this situation so the department head will "buy into" your answer?

Knowing the Need.

You are an experienced Level 1 Help Desk Analyst. You are assigned to be the mentor of a new analyst. You are given the responsibility to determine when it's appropriate to let this person "fly solo." What factors are most important in determining when the new analyst can go it alone?

Managing Personnel.

You work at a technical Call Center. You notice a co-worker is spending a great deal of time on personal calls. She has shared with you that she is going through a divorce. What, if anything do you do?

The Big Picture #2.

How does retention problems affect your team's performance?