



Help Desk Module Sample

Issues

Customer Education.

You work on an internal Help Desk. Ms. Justice, a clerk in the Law Department complains that every time she calls the Help Desk it seems that she has to wait a long time before she gets through to a live analyst. What do you say to her so she won't "object" to the wait time in the future?

Sample Game Cards

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

Agent Basics.

A customer urgently calls the Help Desk with a question on a supported product that you have no idea how to answer. What resources do you turn to for assistance?

Understanding the Task.

How important is it to have more than one way to resolve a problem?

Improving Perceptions.

Name two actions you can take to change the perception of a "Helpless Desk" to a "Helpful Desk"?

Team Goals and Needs.

An employee from the Finance Department calls you from home with a problem on a personal computer. He mentions he is in the middle of an important work-related project. It is the policy of your company to not support clients on their home computers. What do you tell this "Weekend Warrior"?

The Big Picture #1.

Your company offers customers who purchase products, free technical help for up to one-year. When the customers call for assistance, they are complaining the average hold time is 45 minutes! Knowing this could dramatically affect future product sales, what do you do?

Keeping Perspective.

You just got off the phone with a difficult and demanding customer, why is it important to forget the last customer as the phone rings bringing you a new customer?

The Big Picture #2.

Who is your customer, and why does your Help Desk exist?