(Mr. Tenkey #529)

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Dear Management: Is your IT service phone ringing off the hook?  
  
Well, Covid has brought us a new world and employees' demands are growing exponentially because of it.  
  
So, what's your solution?  
  
It could be:  
  
-Finding trends and getting out in front of them... with education to the front end users, BEFORE a call to the help desk is needed.  
-Empowering employees with a skillset, to tackle the most common problems themselves.  
-Coming up with new automated solutions for those easy issues... and generally the most wasteful on the service desk's time.  
  
Otherwise, what? Hire into the solution?  
  
:( That's expensive and short sighted.  
  
Instead, how about some new avenues?  
  
Like pre drafted step-by-step YouTube videos to walk end-users through "how-to" resolve simpler problems themselves?  
  
I mean, who doesn't search YouTube FIRST for fixing something around the house... instead of calling the expensive plumber, electrician, etc.  
  
For example, imagine creating a video that explains how to open up an automated password reset tool... that verifies their identity, authenticates and resets their password..  
  
How cool would that be? IN time savings! IN $$$ savings!  
  
Pretty cool, I'd say.  
  
(More blog posts or find my book @ www.mrtenkey.com)