(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)