

PRODUCT:

e-Service Desk

COMPONENTS:

- Incident Management
- Request Fulfilment
- Problem Management
- Change Management
- Release Management
- Configuration Management
- Knowledge Management
- Task Management
- SLA Management
- Survey Management
- Engineer Portal
- Reporting Suite
- WorkDesk

FEATURES INCLUDE:

- Web Based Surveys
- Static 'One Off' surveys
- Ongoing Surveys (CSIP)
- Multiple Surveys
- Variation of Participation
- Set Question Types
- Define Question Criteria
- Define Response Criteria
- Define Scoring Criteria
- Free Text Feedback
- Dynamic Survey Results
- Put Surveys 'On Hold'
- View Survey Archive

CREDENTIALS

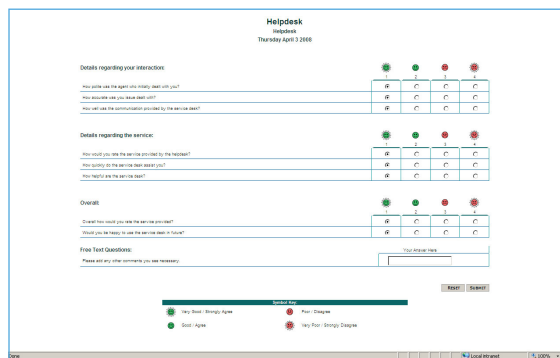
- PinkVerify™ Service Support Enhanced
- ITIL® and ISO 20000
- Industry qualified staff
- Industry Recognition
- Metastorm BPM™ Partner

SURVEY MANAGEMENT

Obtaining user feedback and opinion is an essential part of any continuous service improvement programme (CSIP) and helps achieve user satisfaction.

ICCM e-Service Desk provides the ability to survey your user community through a variety of web-based interfaces depending on your requirements.

Users have the ability (if appropriate) to provide feedback at any time through their Self Help Customer Portal. This static survey can be set to ask generic questions as to their service experience and can be used as part of any CSIP project within your organisation.



If, in your organisation, that you find static surveys produce biased results then end users can be invited to participate in surveys after a set volume of calls has elapsed (e.g. survey invitations are sent out every 15 calls). Multiple surveys can also be configured so that user experiences can be obtained, for example when deploying a new application, or after an upgrade providing a balanced viewpoint on how the project has been run.

Question types and questions criteria can be easily configured within the survey module ensuring that feedback will be reflective of your users real experiences.

About ICCM

ICCM is a Service Management specialist delivering technology solutions, consultancy and training to a diverse range of UK, European and Global SME organisations. ICCM was established in the late 1990's with a core objective of providing innovative, high quality software and services to organisations aspiring to Best Practice Service Management.

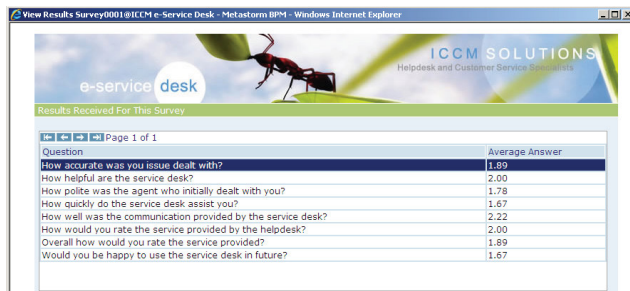
Unrivalled Service Management Technology

The ICCM e-Service Desk technology platform is recognised as one of the market leaders due to the combination of its consistent levels of functionality and flexibility and an ethical implementation ethos that recognises the significance of aligning people and processes with technology. Underpinned with industry leading Business Process Management (BPM) software from Metastorm, e-Service Desk is a certified toolset by Pink Elephant through its PinkVerify™ program.

The suite is designed to provide a simple and easy to use interface that is intuitive for users whilst providing extensive functionality to deliver a technically advanced solution. e-Service Desk provides an off-the-shelf yet easily customisable solution that will meet the need of virtually any organisation.

Survey Results

Analysing your survey data to assist you in improving your levels of service can be achieved in several ways. Survey results can be accessed by the Survey Manager directly within e-Service Desk giving an average score for each specified question. This provides a more reflective view of your user experience and prevents anomalies from producing biased results.



Question	Average Answer
How accurate was your issue dealt with?	1.89
How helpful are the service desk?	2.00
How polite was the agent who initially dealt with you?	1.78
How quickly do the service desk assist you?	1.67
How well was the communication provided by the service desk?	2.22
How would you rate the service provided by the helpdesk?	2.00
Overall how would you rate the service provided?	1.89
Would you be happy to use the service desk in future?	1.67

"It was essential to introduce a new system that would help us to significantly improve efficiency across the business."



Through ICCM e-Service Desk standard reports you can also review survey results over certain time frames allowing you to see if user experience and feedback is improving over a specified timeframe or throughout the year.

This report can be configured to be automatically emailed to specified staff on a scheduled basis as part of your CSIP project if required.

Want to know more?

For more information on ICCM call +44 (0) 1666 828600 or e-mail info@iccm.co.uk