

33

ways to increase workplace efficiency

How to use your knowledge resources, automation, and integrations to level up service desk performance and help everyone get more done in less time.



automation



knowledge base



integrations

Introduction: 33 ways to better service desk days

You might recall Stephen Covey's story about life's bucket and if you fill it first with sand, then gravel, you will run out of space for the bigger rocks. However, if you start with the big rocks first, follow with the gravel and finally the sand, there will be plenty of room for it all since the smaller items will fill in the gaps in between the bigger ones.

For IT teams, that's easier said than done. The sand and gravel are coming in fast and constantly, teams are lean, and time is scarce from the start.

It's more difficult than ever with so many constant dings, pings, notifications and alerts all constantly clamoring for IT's attention.

What if you could simply eliminate some of the small, repetitive and mundane tasks altogether? What if you could speed through some of the work faster?

We dove into our service desk data across all our customers to find the biggest opportunities to reduce the smallest of time-evaporating gravel that ends up in IT's bucket.

Defy the laws of work? Nope. All you need are the knowledge and tools to reduce the small stuff so you can get working on the big.



9

Create these articles to automatically resolve 40% of requests

Below are the nine most common service desk questions, representing 40% of all knowledge requests.

The most fundamental action for IT teams: create knowledge base articles for these frequent questions so employees can find the answers without disrupting anyone's workflow.

A modern service desk with end-to-end autonomous machine learning delivers an easy, intuitive experience that empowers employees to self-resolve requests. With one of the largest workplace-smart machine learning databases in the world, atSpoke is pre-trained to understand intent without prior context, delivering highly-relevant answers that help employees self-resolve requests quickly.

Even better, you can personalize knowledge base articles so employees always receive contextually-relevant content. For example, atSpoke surfaces the relevant versions by region so employees receive answers based on their location, department, or access-level rights.

Top 9 Service Desk Questions

- 1 VPN**
How do I connect, update, or install the VPN?
- 2 Audio**
Help with laptop audio issue?
- 3 Zoom**
How to install, update, improve, or troubleshoot Zoom issues?
- 4 Email**
Instructions for setting up email on mobile devices?
- 5 WiFi**
What is the corporate WiFi password?
- 6 Computer**
How to update computer Operating System?
- 7 Software**
Help managed software center?
- 8 Okta**
How to set up or troubleshoot Okta and SSO?
- 9 Device/Laptop**
What's wrong with my device/laptop performance?

5 Empower employees to take action and cut ticket volume by 15%

Below are the top 5 service request categories for which your employees can take action themselves to resolve their own issues.

Reduce ticket volume by 15% by identifying these specific service requests with tags and request types. AI will recognize the request and automatically tell the user what they need to do to resolve it themselves.

While most organizations consider auto-resolution as the primary benefit of AI, automating service requests also saves significant time and effort switching between tools. Dual-action AI to automate both knowledge and service requests can make up to 68% of your ticket volume more efficient. However, avoid the common pitfalls of asynchronous learning that happens when you integrate AI on top of an existing ticketing system. This creates delays and poor user experiences that slow down, rather than speed up, self-resolution.

atSpoke is built from the ground up with machine learning, enabling a fully instrumented service desk UI so learning happens in just two tries.

For a seamless, fast experience, a true continuous, synchronous learning solution is key. atSpoke is built from the ground up with machine learning, enabling a fully instrumented service desk UI so learning happens in just two tries.

Top 5 Service Request Categories

-  Password resets and account access
-  Software access and set-up
-  Mobile device enrollment
-  Email list management
-  Slack/chat channel requests

9 Standardize these requests to speed up resolution times

Below are the top 9 agent request categories that can be resolved faster with the use of AI to automate manual agent tasks.

While agents typically handle more complex requests, many of the required actions are repetitive — and therefore opportunities for automation. Automating workflows and routing are the low-hanging opportunities to save time and resolve employees' requests faster.

What's also interesting to note from our customer data is that Slack is quickly becoming the service desk channel of choice for employees, just as it has for everyday communication. With a seamless chat experience that allows users to make requests with the fluidity of a conversation, even when more details are required, employees are able to get help quickly, with minimal disruption.

In Slack, our customers receive more questions around software access and issues and authorization requests, most of which can be automated, while hardware and onboarding requests are more often made via the web app.

Service Category	Requests via Slack	Requests via Web App
1 Request: Software	24%	26%
2 Troubleshoot: Software	22%	14%
3 Request: Auth/Access	15%	10%
4 Troubleshoot: Auth/Access	14%	5%
5 Troubleshoot: Hardware	11%	10%
6 Troubleshoot: Network/Internet	6%	4%
7 Request: Hardware	4%	20%
8 Request: Other	2%	4%
9 Request: Onboarding/Offboarding	1%	6%

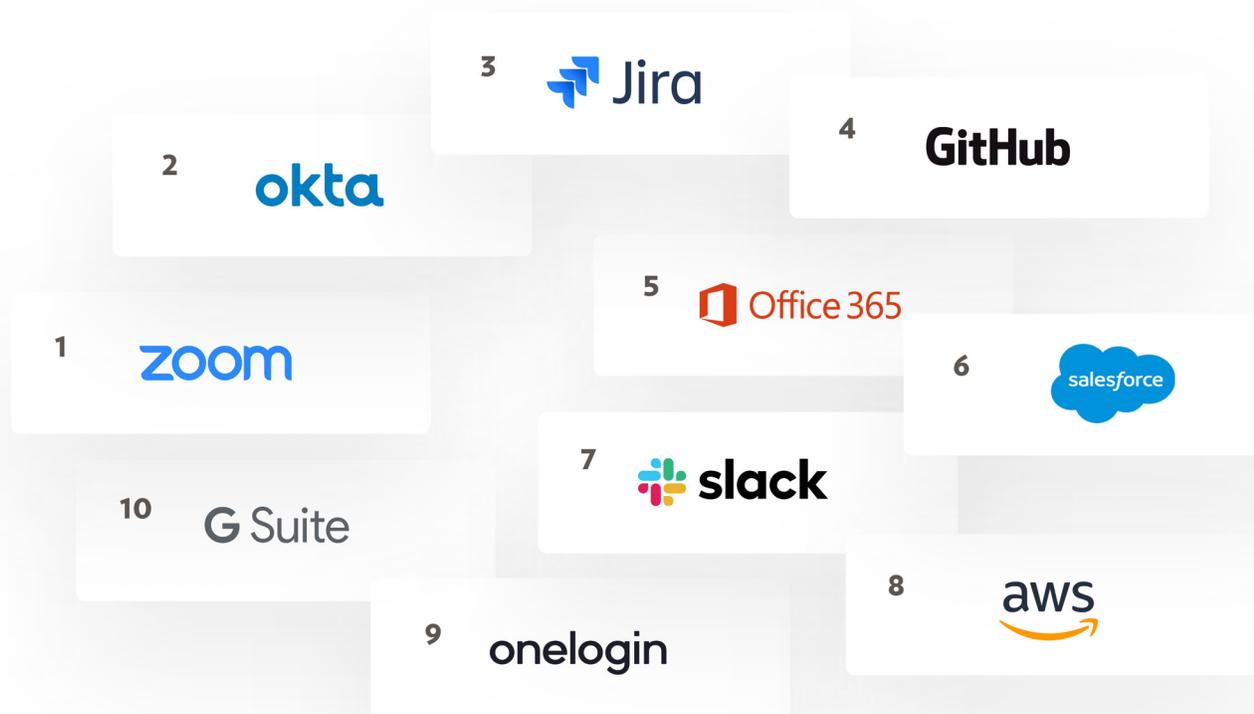
10 Integrate with these tools for 5x faster resolutions

Below are the top ten tools that IT teams need to use to resolve employee requests.

Integrate these applications with your service desk to eliminate time wasted switching between them. Internal support teams will get more done in one place and speed up resolutions.

The challenge with traditional ticketing systems is that they are designed around ticketing to-do lists, when what teams need are automated workflows that directly align their enterprise service desk with how and where teams work.

atSpoke's Integrations Command Center connects agents directly to your existing applications, empowering them to trigger actions in these tools from within Slack and atSpoke tickets. And with AI that automates the next steps that need to happen in the integrated tools, the time and effort required to resolve each ticket is significantly reduced.



The 33 rocks that really matter

The moral of Stephen Covey's bucket metaphor: "Take care of the rocks first - the things that really matter. Set your priorities. The rest is just sand."

For IT teams, the big rocks are the small, repetitive tasks that pervade everyday workflow, negatively impacting resolution times and employee experiences. IT teams need to focus on those rocks to transform internal support. The 33 ways we've detailed in this guide are the stepping stones to higher service desk efficiency — and more meaningful work. By applying modern service desk levers — knowledge base, automation, AI, and integrations — IT teams will reach new levels of service desk performance.

atspoke.

atSpoke is a modern workplace service desk that helps every team deliver better employee support faster. Designed for today's dispersed workplace, internal teams resolve requests faster and get more done in one place while giving employees convenient and immediate self-help in the tools they already use. Customers like Mapbox, Change.org, DraftKings, and Drift use atSpoke to create fast and convenient service experiences so every employee is their most productive, wherever they are.

Ready to give your employee access to the on-demand workplace? Get started today:
www.atspoke.com