




The Guru's Guide for Helpdesk and Deskside Support

Lance Waagner
Franklin Stevens
Tony Hartsfield



8/26/2010 USER1

Two Questions

How do we get quality customer service?
How do we keep support staff motivated?

8/26/2010 USER1

Lance Waagner

President and CEO
Intellitech, Inc.



8/26/2010 USER1

Franklin Stevens



Director - IS User Support
Bryan Cave LLP



8/26/2010 USER1

Tony Hartsfield

Senior Analyst, Learning Systems
Bryan Cave LLP



8/26/2010 USER1

That Us...

Who are you?

8/26/2010 USER1

Handouts on the Thumbdrive

8/26/2010 USER1

Quality Service

What is it?
How is it measured?

8/26/2010 USER1

Collecting Feedback

How?
How often?
For what purpose?

8/26/2010 USER1

Feedback to Your Staff

Why?
When?
How often?

8/26/2010 USER1

Feedback from Your Staff

Why?
Cui Bono?

8/26/2010 USER1

Feedback from Your Staff

Why does this stuff only happen during a regime change?

8/26/2010 USER1

Keeping Staff Motivated

Why?
How?

8/26/2010 USER1

Do the Math...

Quality Customer Service
+
Motivated Support Staff
=
Continuous Improvement

8/26/2010 USER1

**The Guru's Guide for Helpdesk
and Deskside Support**

[Lance Waagner](#)
[Franklin Stevens](#)
[Tony Hartsfield](#)

