

# SERVICE DESK PROBLEM SOLVING

## CLOUD SIMULATION TRAINING FOR FRONTLINE SUPPORT STAFF

Kepner- Tregoe methods are employed by the world’s leading support operations including Microsoft, Vodafone, Cisco as well as major in house support teams.



For: Service Desk and first line troubleshooters

Duration: two half days

Takeways: proven methods for customer delight, first time fix, clear case notes

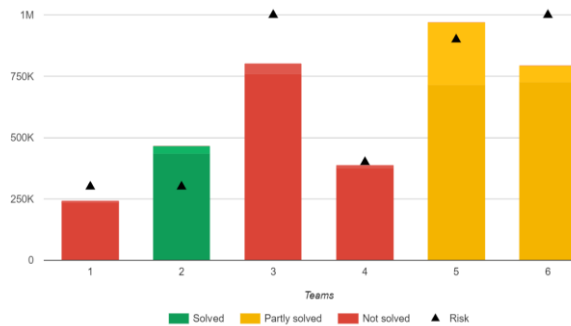
How: realistic cases, run in real time, immediate feedback, measurable skill improvement in 9 hours

For value-added Service Desks, there’s always a tension between moving fast, and providing a really effective response and solution for each customer and user, and in each request for help.

Time and quality are NOT mutually exclusive, as you will see using KT Frontline simulation training. We focus on 5 essential skills for good, fast response:

<b>1</b>	<b>Appraise</b>	Getting an accurate picture of the situation, and the user’s need
<b>2</b>	<b>Specify</b>	Understanding enough of the detail to enable you to find a god solution
<b>3</b>	<b>List causes</b>	Finding the underlying cause, where necessary, or at least enough idea to ensure we avoid unhelpful action.
<b>4</b>	<b>Test</b>	Checking we’re on the right track to avoid risking further trouble
<b>5</b>	<b>Take action</b>	Take the most timely and effective steps to restore service

SYSTEM LOG ACTUAL				
No.	Time	Source	Destination	Info
84	4.163	Touch Sensor	Control Unit	RSP Button pressed
85	4.171	Control Unit	Motor B	REQ Power 0
86	4.180	Motor B	Control Unit	RSP Power 0
87	4.190	Control Unit	Motor B	REQ Rotation sensor reset
88	4.219	Motor B	Control Unit	RSP Rotation sensor reset



All the information is presented online and guided by a skilled KT trainer.

Your team have access to the usual sorts of information: screenshots, video, knowledge base, system diagrams, .log files... everything they need to make sense of the incident.

One thing more: real time feedback about success, cost incurred and changing severity.

And our expertise in providing effective guidance means they develop their skill in a shorter time than you've ever seen before.

You can attend as an individual or send a small team to participate together.

You can take part from your desk, from a laptop or a tablet, wherever you have internet access.

- £750 per participant
- £1300 for 2
- £1800 for 3
- £2100 for 4

