

The Great Help Desk Contest

1. General:

Help Desk day is _____ from 11 am to 12:50 pm. We will have teams that consist of 4 to 5 members. Each team will have a leader. Team leaders will submit a one page final report by Monday.

2. Criteria:

Our goal is to project confidence to our customer so that they become more efficient and increase their quality while doing technical tasks. The criteria for the Help Desk are:

- a. Customer satisfaction
- b. Efficiency
- c. Quality
- d. Knowledge base
- e. Entertainment

3. Help Desk Knowledge Base

Each team will run one or two stations from 11 am to 12:50 pm. Stations can be operation anytime from 9 am to 4 pm. Teams will be accessed for the following:

- a. Email announcement
- b. Newsletter at the station
- c. Handouts at the station
- d. Multimedia (video)
- e. Live demonstrations
- f. Total number of customers served
- g. Number of issues resolved
- h. Average service time
- i. Number of surveys taken
- j. Average customer satisfaction rating

4. Help Desk Image

Although the Help Desk image is not a scored category, we will find that the total look of the team to the customer will result in how they grade us. Appearance is smiles, positive language and of course portraying the technical knowledge (knowledge base) to resolve the customer's challenge. Check your stations and training for:

- a. Smiles
- b. Appearance
- c. Decoration
- d. Layout

5. Prize

The winning team will receive _____.