Best Practices in Help Desk Management

From a designated email inbox to complex ticketing systems, legal aid providers have a number of different approaches to how they manage their IT help desks. A well-run help desk resolves issues quickly and has procedures in place for escalation that limit the impact on the users' workflows. Having a system that allows for easily archiving and searching tickets allows IT staff to monitor recurring issues for technology planning and training purposes. This webinar will highlight help desk best practices and give attendees the tools they need to make their own help desks more efficient and useful as an IT management tool.

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