 Which of the help desk industry trends described in this chapter do you think will have the greatest impact on the work of future help desk agents? Explain your answer. Based on your own experience, list some additional trends you would add to the list included in the chapter

Step 1:

A help desk is a unit or somebody who offers support and information, typically for electronic or computer issues. Iain Middleton of Robert Gordon University conducted study in the middle of the 1990s on the importance of help desks in businesses.

Step 2:

Offshore outsourcing changes, employer demands for trained staff, acceptance of telecommuting as a work style, industry best practises, pressure to cut support costs, web support metrics, quantitative measurements, security resources, and help desk software integration.

Customer service and help desk solutions have grown in popularity recently. Sales of customer relationship management (CRM) software, which includes help desk solutions, have significantly increased. Help desk solution packages that are hosted online and in the cloud are growing in popularity.

Step 3:

The necessity for a service desk staffed by individuals taking repetitive calls will simply vanish as a result of improved technology like AI and chatbots. Chatbots, scripts, and other tools will have replaced some service desk staff' easy, repetitive tasks by 2030.

More empowering customers are becoming the norm. The majority of businesses currently have a knowledge base or self-service portal where clients may look up answers on their own. This will go much further at the service desk of the future. Additionally, a chatbot will be available to assist users if they are unable to find what they need on their own. Imagine the level of technological advancement that will exist in 2030; it is already pretty sophisticated.

Is job stress among agents in a help desk operation inevitable? Explain your answer. What characteristics of a help desk operation increase or reduce job stress?

Step 1:

Help desk agents are trained staff members who are committed to helping end users or users within the organisation.

Step 2:

• Help desk representatives assist users when they run into issues with the programme, require assistance with services, or just need some information.

Help Desk Agent Stress: Help desk agent stress is a common complaint, and it typically results from both physical and mental exhaustion.

The ability to effectively manage stress is a necessary job skill for support desk professionals. Help desk employees frequently become burned out due to two factors: 1) repetitive, routine requests, and 2) irate consumers. In the event that the help desk staff doesn't control their replies adequately, the combination may cause tension.

87% of call centre employees say that their call centres have high or extremely high stress levels. The stress of it all also makes agents leave quickly. Agents who report high levels of stress are more likely to quit their positions than agents who report low levels of stress.

Step 3: Character that increase job stress

ineffective technology

Agents in contact centres frequently perform a juggling act between many backend systems in the background. In addition to sincerely trying to listen to the customer, they are simultaneously reviewing policy and procedure, using a range of different platforms and tools, and piecing together a solution. Despite their best efforts, they may occasionally be too busy using antiquated technology to actually pay attention to the customer.

The strain of performance There is external pressure on everyone. Contact Center Managers must satisfy significant KPIs related to cost and performance, and as a result, Contact Center Agents are subject to onerous demands. Particularly, reducing Average Handle Time (AHT) is a persistent requirement, which forces many agents to give priority to concluding the customer enquiry rather than fully resolving the customer issue. Even with excellent leadership and devoted people, it might be challenging to change the status quo policy that has contributed to this stressful work environment for agents.

internal directive Processes in contact centres are frequently implemented from the top down. Agents seeking to treat customers fairly may find it extremely frustrating when bad policy is made by people who don't utilise it frequently. Agents frequently are aware that the response they are providing is not the one the customer is seeking. They must strike a balance between upholding internal rules, on which their employment rests, and serving the needs of the consumer by resolving their problems.

Step 4: Character that decreases job pressure

possess business knowledge

You need business acumen to succeed as a support desk technician. This necessitates inquiring a caller's location and position inside the organisation right away. This information enables the help desk representative to assess the severity of the end user's issue.

Be compassionate

Without a doubt, empathy is more significant than technical help desk abilities. Help desk staff members who exhibit empathy are better able to relate to and understand their end consumers.

Not everyone has an inherent ability for empathy; it must be trained. The quickest technique to increase your empathy is to practise active listening. You should be able to repeat back what was said when you are paying attention.

Possess a critical mind

Solving end user issues and excelling as a help desk technician depend on having the technical analysis skills. You need to ask specific questions about the problems a user is having in order to analyse them properly.

Adapt Well to Pressure

The support desk is a high-pressure setting, as was already mentioned. If you don't have the ability to function well under pressure, it can be rather distressing.

Get better at multitasking if you want to acquire this skill. Prioritizing your responsibilities and concentrating intently on one task at a time without becoming sidetracked are two aspects of multitasking.