**GLOSSARY**

**24/7 Support**- Service desk services that are provided 24 hours a day, 7 days a week

**Abandon rate percent-** The percentage of abandoned calls compared to the total number of calls received

**Abandoned call-** A call where the caller hangs up before an analyst answers.

**ACD Supervisor Console-** A system that works with ACD systems and enables supervisors to monitor call volumes and the performance of individual service desk analysts or groups of analysts.

**Automatic Call Distributor (ACD) -** Technology that answers a call and routes, or distributes, it to the next available analyst. If all analysts are busy, the ACD places the call in a queue and plays a recorded message, such as "We're sorry, all of our service representatives are currently assisting other customers; your call will be answered in the order it has been received."

**Automatic Number Identification (ANI)** - A service provided by a long distance service provider that delivers the telephone number of the person calling.

**Avatar-** A computer users representation of himself/herself

**Best-in-class-** A company that is the finest in its relative industry peer group. For example, a best-in-class manufacturing company is considered excellent by its customers when compared only to other manufacturing companies.

**Benchmarking-** The process of comparing the service desk's services, standardized metrics, and practices to those of a rival or world class company in an effort to identify ways it can improve.

**Business Process Management (BPM)** - A systematic approach to improving an organization's business processes.

**Beginning of Day (BOD)** - A list of tasks an analyst performs at the start of each workday.

**Customer Satisfaction**- The difference between how a customer perceives he or she was treated and how the customer expects to be treated.

**Customer Service-** Services that ensure customers receive maximum value for the products or services they purchase.

**Customer Support-** Services that help a customer understand and benefit from a product's capabilities by answering questions, solving problems, and providing training.

**Configuration Management Database**- A database that is used to store configuration records throughout their lifecycle.

**Configuration Management System-** A set of tools and databases for managing IT asset information and linking that information to related incidents, problems, known errors, changes, and releases.

**CompTIA A+** A certification that measures a technician's knowledge of hardware and operating system technologies and concepts, along with topics such as security, safety and environmental issues, and communication and professionalism.

**Dispatch-** To send or route

**Dialed Number Identification Service (DNIS)-** A service that provides the number the person called when they call using a toll-free number or a 1-900 service.

**Email-response management system**- A system that enables service desks to manage high volume chat, e-mail, and Web form messages.

**Ergonomics-** The science of people-machine relationships that intended to maximize productivity by reducing operator fatigue and discomfort.

**Follow the sun**- A service desk approach that enables an organization to provide 24-hour coverage by having regional service desks working only during the usual business hours for their location.

**Fax-** An electronic device that sends or receives printed matter or computer images.

**First call resolution rate percent-** The percentage of calls resolved during a customer's initial telephone call compared to the total number of calls received at the service desk for a given period of time.

**Homegrown incident tracking system**- Technology that tends to support only the incident management process and offers basic trouble ticketing and reporting capability.

**Information Center-** A forerunner of the help desk; a place within a company where employees could receive training and help using personal computers.

**Information Technology Infrastructure Library (ITIL)**- A set of best practices for IT service management

**Inbound call center-** A call center that receives telephone calls from customers and may answer questions, take orders, respond to billing inquiries, and provide customer support.

**Incident Management**- The process responsible for managing the lifecycle of incidents.

**International Organization for Standardization-** A network of the national standards institutes of 157 countries; also known as ISO.

**ISO 9000-** A set of international standards for a quality management.

**ISO/IEC 20000**- An international standard for IT service management

**Knowledge management system (KMS)-** A set of tools and databases that are used to store, manage, and present information sources such as customer information, documents, policies and procedures, incident resolutions, and known errors.

**Key performance indicator (KPI)**- A key metric used to manage a process.

**Level one analyst**- A person who receives and logs contacts, answers questions, and resolves incidents and service requests when possible; also called service desk analyst, customer support analyst, or service desk technician.

**Level one specialist**- A person who researches complex incidents and handles service requests that require more skill or authority - or, in some cases, more time - than a level one analyst typically can devote to a single contact; also called service desk specialist, technical support specialist, or customer support specialist.

**Occupational Safety and Health Administration (OSHA)-** An agency of the U.S. Department of Labor that is dedicated to reducing hazards in the workplace and enforcing mandatory job-safety standards; also implements and improves health programs for workers; located on the Web at www.osha.gov.

**Request for change (RFC)-** A request to change the production environment

**Service desk**- A single point of contact within a company for managing customer incidents and service requests.

**Service Level Agreement (SLA)**- A written document that spells out the services the service desk will provide to the customer, the customer's responsibilities, and how service performance is measured.

**Six Sigma-** A disciplined, data-driven approach for eliminating defects in any process.

**Voice over Internet Protocol (VoIP)-** A technology that translates voice communications into data and then transmits that data across an Internet connection or network.

**World Wide Web (WWW)-** A collection of documents on the Internet with point-and-click access to information that is posted by government agencies, businesses, educational institutions, nonprofit organizations, and individuals around the world.