

LITERATURE SURVEY

CLOUD

CUSTOMER CARE REGISTRY

1.Relieving the Overloaded Help Desk: A Knowledge Management Approach

AUTHORS

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ABSTRACT

The establishment of an organizational help desk (HD) is to provide technical support to users when they encounter technical problems related to hardware, software and network connections. Due to the lack of resources, users often have to wait for a considerably long time before their enquiries and problems are answered and solved. This paper discusses the background of HD and its existing challenges. The application of Knowledge Management (KM) techniques and Knowledge Management System (KMS) enables HD to manage its knowledge effectively. In addition, the combination is capable of relieving the overloaded HD by shifting some of the troubleshooting responsibilities to users

REFER LINK

<https://scholarworks.lib.csusb.edu/cgi/viewcontent.cgi?article=1315&context=ciima>

2.The development of a user self-help knowledge management system for Help Desk: deployment of knowledge management approach and software agent technology

AUTHORS

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ABSTRACT

Most help desks have admitted their call volume has increased in the past decade while “help unavailable when needed” is the major reason for service delivery failure and user dissatisfaction. The habit of calling help desk for simple problems has prompted the investigation of transferring part of first-level troubleshooting duty from help desk to user. This research proposes the development of user self-help knowledge management system that allows user to solve simple and routine technical enquiries. The proposed approach incorporates software agent to allow autonomous handling of enquiries so that the most appropriate solution and user communication can be facilitated.

REFER LINK

<https://ro.uow.edu.au/cgi/viewcontent.cgi?referer=&httpsredir=1&article=2104&context=commpapers>

3.Where IT outsourcing is and where IT is going: A study across functions and department sizes

AUTHORS

K.E. Fish's research while affiliated with Arkansas State University
John Seydel Arkansas state University

ABSTRACT

Although there are forecasts of overall information technology (IT) outsourcing growth, there is no published research on which particular functions are being outsourced now or in the near future. Additionally, there is no literature on how outsourcing growth and how it may be related to department and/or firm size. The authors survey 181 upper level IT professionals across the United States to assess what they are outsourcing now and what they will likely outsource over the next three years. The results show that the areas of applications development, applications maintenance, personal computer (PC) maintenance, and systems maintenance will experience tremendous growth, while data centre operations, systems development and telecommunications/LAN will experience very healthy growth. PC acquisition and project management will experience a lesser expansion. This growth will be led by what are now large IT departments. These results have implications for IT professionals and firms across the US and around the world.

REFER LINK

<https://www.researchgate.net/publication/292485418> Where IT outsourcing is and where IT is going A study across functions and department sizes

4. Information Technology Help Desk Survey: To Identify the Classification of Simple and Routine Enquiries

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ABSTRACT

Information technology has changed the way organizations function. This has resulted in reliance of help desks to support users in dealing with a wide range of information technology-related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be “simple and routine”, and do not require specialized knowledge. The aim of this paper is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment. This paper also discusses the development of help desks, ranging from support models to support structure.

REFER LINK

<https://www.tandfonline.com/doi/abs/10.1080/08874417.2007.11645982?journalCode=ucis20>

5. The Development of a User Self-Help Knowledge Management System for Help Desk: Deployment of Knowledge Management Approach and Software Agent Technology

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ABSTRACT

Most help desks have admitted their call volume has increased in the past decade while “help unavailable when needed” is the major reason for service delivery failure and user dissatisfaction. The habit of calling help desk for simple problems has prompted the investigation of transferring part of first-level troubleshooting duty from help desk to user. This research proposes the development of user self-help knowledge management system that allows user to solve simple and routine technical enquiries. The proposed approach incorporates software agent to allow autonomous handling of enquiries so that the most appropriate solution and user communication can be facilitated.

REFER LINK

<https://core.ac.uk/download/pdf/301353143.pdf>

6. Archival Analysis of Service Desk Research: New Perspectives on Design and Delivery

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ABSTRACT

Our analysis of service desk studies shows the extent to which researchers have neglected important aspects of service desk design and delivery. The observations are made through an archival analysis of 58 peer reviewed publications in top tier outlets. Our analysis led to the development of a generic framework which identified three themes in service desk design – (1) user groups, (2) support models, and (3) technology types – and two themes in service desk delivery – (1) direction of delivery, and (2) executive support level. This paper makes a twofold contribution to service desk research. First, it provides an understanding of service desk functions and the challenges faced by organisations in delivering those functions. Second, it identifies established and emerging areas in the service desk field. This archival analysis is the first attempt to systematically analyse the service desk literature.

REFER LINK

[file:///C:/Users/kowski/Downloads/ACIS2014_1%20\(1\).pdf](file:///C:/Users/kowski/Downloads/ACIS2014_1%20(1).pdf)

7.Towards a Natural Language Driven Automated Help Desk

AUTHORS

Melanie Knapp & Jens Woch

ABSTRACT

In this paper, we present the linguistic components required for a natural language driven automated help desk. This work is significant for two reasons: First, the combination of neural networks and supertagging represents a novel and very robust way to classify non-trivial user utterances. Second, we show a novel way of integrating known linguistic techniques for the analysis of user input, knowledge processing, and generation of system responses, resulting in a natural language interface both for input and output. Our approach separates domain specific, language specific and discourse specific knowledge

REFER LINK

https://link.springer.com/chapter/10.1007/3-540-45715-1_8

8. IT outsourcing evolution---: past, present, and future

AUTHORS

Shih-Ming PI

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Minh Q. Huynh

ABSTRACT

To achieve complex solutions in the rapidly changing world of e-commerce, it is impossible to go it alone. This explains the latest trend in IT outsourcing---global and partner-based alliances. But where do we go from here?

REFER LINK

<https://dl.acm.org/doi/abs/10.1145/769800.769807>

9. Critical factors in software outsourcing - A pilot study

AUTHORS

Nilay Oza^{*}, Tracy Hall, [Austen Rainer](#), Susan Grey

ABSTRACT

This report aims to present the critical factors in outsourcing relationships. This study analyses the vendors' views on managing outsourcing relationships. We designed this empirical study from our previous literature survey. Here, we analyze data collected in two interviews through categorization techniques. Our findings suggest the importance of process, communication, trust, value addition, consistency and financial benefits. Our findings also highlight a few difficulties in outsourcing relationships. We also detail the research methods used in this short empirical study. We explain the research approaches undertaken for data collection, and data analysis.

REFER LINK

<https://pure.qub.ac.uk/en/publications/critical-factors-in-software-outsourcing-a-pilot-study>

10. The development of a user self-help knowledge management system for Help Desk: deployment of knowledge management approach and software agent technology

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11. The development of a user self-help knowledge management system for Help Desk: deployment of knowledge management approach and software agent technology

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REFER LINK

<https://ro.uow.edu.au/cgi/viewcontent.cgi?article=2104&context=commpapers>

12. Redesigning Computer Call Center Work: A Longitudinal Field Experiment

AUTHORS

Michael Dee Workman

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ABSTRACT

Computer technology call centers provide technical assistance to customers via the telephone to solve computer hardware and software problems. The simultaneous demands for technical and customer service skills often place strain on call center employees, frequently producing poor job attitudes. We utilized a field experiment ($N = 149$) with a randomly assigned pretest–posttest and control group design to compare three interventions' effectiveness on employee job attitudes in a computer technology call center: Intervention 1 focused on aligning organizational structures; Intervention 2 focused on increasing employee involvement in work processes (high-involvement); and Intervention 3 implemented autonomous work teams. We found that high-involvement work processes produced the most potent effects on job satisfaction and organizational commitment attitudes, as well as on performance (i.e., improved customer satisfaction scores, increased closed problems, reduced problems escalated, and fewer repeat calls). Further, we found that group work preference moderated the results between the group-oriented interventions and employees' job satisfaction. Under high involvement and in autonomous work teams, high preferences for group work resulted in greater job satisfaction than when employees had lower preferences for group work. However, preferences for group work were not associated with increased organizational commitment in either intervention. Copyright

REFER LINK

[https://www.researchgate.net/publication/229774975 Redesigning Computer Call Center Work A Longitudinal Field Experiment](https://www.researchgate.net/publication/229774975)