**Name: Stream: Year:**

|  |  |
| --- | --- |
| C:\Users\Mike\OneDrive - Wintec\Tech Support BINE503\Lesson Content\Moodle Links and resources\Frint page Picture.jpg  technical support  COMPONENT 1 | Abstract  This is component 1 of the overall tech support assignment and is a core assessment of INFO504 Technical Support. Please ensure to complete all the tasks by the due date. |

Centre for Business, Information Technology and Enterprise

Assignment Pledge

|  |  |
| --- | --- |
| **Assignment Title** |  |
| **Module Code** |  |
| **Due Date** |  |
| **Tutor Name** |  |
| **Student Name:** |  |
| **Student ID:** |  |

Important

*Submission of work which is not your own is treated as academic misconduct and may result in exclusion from Waikato Institute of Technology. Penalties are identified in the Institute’s Academic Regulations (a copy is available at the Library).*

I certify that this is all my own work, except for those parts identified for which references have been made.

Student Signature (Print Name):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Component 1 conditions

To gain full marks for each task:

* Every task must be complete to a satisfactory level as deemed necessary by your tutor.
* If you fail to hand component 1 in on the due date, then you will be penalized 10% for every day that it is late, according to the Centre of IT academic lateness policy.
* Marks are awarded when the criteria is met for a task. If a part or activity is incomplete or incorrect then marks can be deducted as assessed by the tutor.
* This assessment will be marked within 3 weeks or 15 working days of submission.

|  |  |  |
| --- | --- | --- |
| **Week** | **Component 1** | **Marks** |
| 1 | Task 1: Introduction to Technical Support  **In-class assessment - group work** | 5 |
| 2 | Task 2: ITIL part 1 and 2 | 5 |
| 3 | Task 2, Part 3: Group presentation: guiding principles | 20 |
| Task 3: Introduction to Zendesk | 20 |
| 4-5 | Completing Tasks 2 and 3 |  |
| **6** | **DUE DATE: Friday 6pm – refer to the timetable for exact dates** | **50** |

* Please write your answers in **blue or green,** and where there are lines for answers delete these and write your answer.

# Introduction: Welcome to Technical Support

Welcome to the field of technical support. You have chosen a challenging yet interesting career path. Technical support is a field that is given many titles including and not limited to:

* Customer Service Technician,
* Customer Services Representative,
* Helpdesk Technician, Technical Agent,
* Service Desk Agent or Engineer,
* Customer Support Analyst,
* IT Support Specialist.

# Task 1: Introduction to Technical Support

**Learning Outcome:**

* Demonstrate an understanding of the principles of service management frameworks and professional practice.

**Marking Criteria:**

|  |  |
| --- | --- |
| 1. Marks | Parts 1 - 2   * The student collaborates in a professional manner within their groups and class to answer the relevant questions in this task. * All questions are answered |
| 3 marks | Part 3: Self Study   * A satisfactory explanation of a characteristic has been provided. * Literature or research has been used to support their explanation with APA referencing. * Grammar is correct. |

**Objectives:**

* Research and discuss current job opportunities within the IT Technical Support Field

**Required Resources:**

* Internet Connection

**Part 1: Career Prospects in NZ**

**Visit:** <http://www.careers.govt.nz/tools/compare-jobs>

Enter the key search word: ‘**Information Technology Helpdesk/Support Technician’** into the box . (The Job should come up automatically). **Next Scroll down and click on the link: ‘Information Technology Helpdesk/Support Technician’** Note down 3 aspects of the job from each of the main tabs.

|  |  |
| --- | --- |
| About the Job | This position requires you to:   * Identify and solve problems with software, hardware and website * Analysing the user’s problems and prevent the problem in the future * Assemble, install and test computer software, networks and servers * Update and repair equipment * Keep records of software and equipment   The job may require you to work overtime or standard business hours and you might be and on call technician. |
| How to enter the Job | The job normally requires previous education in the technical support.  Most companies will want someone with a strong computer interest.  And may sometimes want you to have had previous training through an internship. |
| Job Opportunities | Currently there are a shortage of workers, so job opportunities are very good now. |

**Part 2: Job Career Pathways**

In this section, you will use the Internet, magazines, or a local newspaper to gather information for jobs in the Technical Support field. DO NOT COPY SOMEONE ELSE’S FINDINGS / JOB AND be prepared to discuss your findings in class. The following sites are a great place to start:

[www.seek.co.nz](http://www.seek.co.nz)

[www.trademe.co.nz](http://www.trademe.co.nz)

Local News Paper

1. Research three technical support related jobs and for each job, write the company name and the job title in the column on the left. Write the job details that are most important to you, as well as the job qualifications in the column on the right. An example has been provided for you. Note: some jobs do not list the company name, so list the recruiting agency instead.

|  |  |
| --- | --- |
| **Company Name and Job Title** | **Position Description** |
| Service Desk Analyst  Fujitsu New Zealand | In this role you will provide 1st and 2nd level support to our clients, you will ensure prompt resolution of incidents and service requests, either by resolving them yourself, or through appropriate escalation to a higher level. In either case, you will manage calls from initiation to resolution, ensuring the customer is kept informed all the way, and ensuring expectations are set and met.  WHAT DO WE WANT FROM YOU?  To be successful in this role you will be a flexible self-starter who possesses:  • 1+ years experience in a phone-based IT support role.  • Excellent communication and team skills  • Knowledge of and practical experience with the following: LAN or WAN Networking, MS Office, MS Windows, Active Directory.  • Advanced customer service skills  • Excellent problem solving skills  • The ability to resolve conflicts  • Self-motivation and ability in punctuality, time management, presentation and administration  • An IT qualification |
| Schick ICT Technician  <https://www.seek.co.nz/job/40911174?type=standard#searchRequestToken=3a298b2a-9dff-467b-899e-0d97a6009544> | * Technical understanding * Communications skills * Proven work history * Willingness to learn * Love for technology   The go to person for all things system related provide support for the it staff |
| Level 3 support technician  <https://www.seek.co.nz/job/40978755?type=standout#searchRequestToken=32f3aa45-8b9d-4307-ae9c-59b1174a1b4e> | * Previous experience * Troubleshooting skills * Customer service skills * Software and hardware install experience |
| Techxperts ict support technician  <https://www.seek.co.nz/job/40827429?type=standard#searchRequestToken=2316eb63-9f47-4710-a1b3-f9aff1124cd7> | * Relevant qualifications * Hardware repair and install experience * Customer communication skills * Working experience on a range of devices |

1. Based on your research, detail which job you would prefer and why? Be prepared to discuss your answer in class.

Technical support skills\*Technology My current interest lies in desktop hardware and software, Techxperts service is on all kinds of devices but mainly focuses on mobile phone repair and replacement. The Schick ICT Technician roll would fit me well considering its flexible hours and room to continue my studies.

1. Group work – Get into groups of 3 or 4

List at least 10 attributes or skills that are prerequisites for these jobs. Circle the attributes / skills that appear more than twice across all the jobs analysed, and share these findings back with the class. Record the most popular attributes below. Collate your findings as a group/class. Feel free to record the attributes from other groups also that you may have missed.

Most jobs in this field required the following skills/attributes:

* Customer service skills
* Communication skill
* Previous experience
* Relevant qualifications
* Hardware and software experience
* Passion for technology

1. Effective Support Technicians

As a class discuss whether the attributes listed above are characteristics of an effective support technician. Ask yourself what traits or qualities would make someone effective in this role. Record your answers below if they are different from above and share back with the class.

I think these attributes/skills are beneficial towards this role:

* Self-driven determination
* Drive to become better
* Thirst for knowledge within the IT field

1. Technical Support Services

In groups of 3 or 4 what are the types of responsibilities listed in these job advertisements? In other words, what type of service would someone working within this field provide? You will be expected to share your ideas back with the class. Records the ideas below.

Responsibilities for these positions include:

* Setup of hardware and software
* Providing great over the phone communication

1. Select one of the job advertisements you recorded previously in the table and answer the following questions.
   * Would you classify the job described in the position as primarily an IT technical position or primarily a people-orientated position? Explain your answer below.

The schick ICT Role

I believe this is a people-oriented role considering that the position is an entry level and involve you working with the schick team to solve current issues and prevent them in the future.

* + Do you think the position description requires a person who is a specialist (one with depth of knowledge) or a generalist (one with breadth of knowledge)? Explain your answer below.

Generalist since the role requires you to adapt and solve current issues within the systems.

1. Reflection

* Analyse your personal skills for a support position. Choose a technical support job and list any skills and knowledge that you currently hold that would assist you in this job. Also, identify two areas that you could develop or continue to improve to enhance your capability within this job or career.

**Part 3: Self-Study**

Choose one of the attributes, listed from the job advertisements above, and explain with examples how it relates or is a characteristic of Technical Support. You must use literature to support your explanation. Write your explanation in no more than 250 words. See marking criteria above for more detail.

Customer service skills are essential to provide the best service for the client. This directly influences the customers satisfaction and will project a positive view of the company’s behaviour and activities. Multiple studies have shown that better customer service leads to an increase in income for the company (Terpstra, Kuijlen, & Sijtsma, 2011; Winkler & Schwaiger, 2004). Due to this I believe that excellent customer service skills are vital to a company to continue growing your customer base.

# To **Infinity** and **Beyond**—Gamifying IT Service‐Desk Training: A Case Study

# Task 2: ITILv4

**Learning Outcome:**

* Demonstrate an understanding of the principles of service management frameworks and professional practice.

**Objectives:**

* Define ITILv4 concepts and terminology
* Present a group presentation on an ITIL guiding principle

*This course studies ITILv4 and therefore must be used for this task.*

**Marking Criteria:**

|  |  |
| --- | --- |
| Part 1: Self Study and Part 2: Glossary of ITIL Terms   * Accurate definitions of the ITILv4 terms / concepts have been provided. * Students are allowed to copy the definitions from the E book. | **5 marks** |
| Part 3:   * **Group presentation for part 3: ITILv4’s 7 guiding principles – see rubric for details** | **20 marks** |

**Required Resources:**

**E Book:**

Limited, A. (2019). Itil foundation : Itil 4 edition. Retrieved from [https://ebookcentral.proquest.com/lib/wintec/detail.action?docID=5709789#](https://ebookcentral.proquest.com/lib/wintec/detail.action?docID=5709789)

Find it in the library catalogue. You can also click on the link in Moodle to get you there on the resource hub tab.

**Part 1: self-study**

The next two parts are to introduce you to ITILv4 and to begin learning the concepts and terminology relevant. Follow the link provided in the required resources, download the e-book and research the following questions using this resource. You could also use your lecture notes to assist you. Write a paragraph for each ITILv4 concept.

1. **What is ITIL?**

ITIL is a model used to guide organisations through service management practices and development.

1. **What is the SVS?**

ITIL SVS represents how the various components ands activities of the organisation work together creating value through IT-enabled services.

Core components of ITIL SVS:

* The ITIL service value chain
* The ITIL practices
* The ITIL guiding principles
* Governance
* Continual improvement

1. **Describe the 4 dimensions of service management?**

Organisations and people:

The organisations culture develop with how the organisation carries out its work creating shared values and attitudes.

People includes customers, employees of suppliers, employees of service provider, or any other stakeholder in the service relationship. Paying attention to the skills and competencies of teams or individual members to ensure effective collaboration and communication skills.

Information and technology:

Information and technology include information and knowledge necessary for the management of services as well as the technologies required. It incorporates the relationships between other SVS components.

It includes information created, managed and used in the course of service provision and consumption

Partners and suppliers:

The organisations relationships with other organisations that are involved in the design, development, deployment, delivery, support and/or continual improvement of services.

It incorporates contracts and other agreements between the organisation and its partners or suppliers

Value streams and processes:

It is concerned with hoe the various parts of the organisation work in an integrated and coordinated way to enable value creation through products and services. Focuses on how activities of the organisation are undertaken and organised and how it is ensured that value is created efficiently and effectively for the stakeholders.

1. **Describe the ITILv4 concept known as continual improvement**

A recurring organizational activity performed at all levels to ensure that an organizations performance continually meets stakeholder’s expectations. ITIL 4 supports continual improvement with the ITIL continual improvement model

1. **Describe the service value chain**

A set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization

**Part 2: ITILv4 key concepts**

1. Using this e-book and the power point find and define the following terms/concepts from an ITILv4 perspective. These will aid in your knowledge of ITILv4 terminology.

|  |  |
| --- | --- |
| **ITIL Term** | **Definition / Example** |
| Service management | A set of specialised organisational capabilities for enabling value for customers in the form of services |
| Value | The perceived benefits, usefulness and importance of something |
| Organisation | A person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives |
| Customer | A person who defines the requirements for a service and takes responsibility for the outcomes of service consumption |
| User | a user of the service |
| Sponsor | A person who authorises budget for service consumption |
| Service | A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks |
| Product | A configuration of an organisation's resources designed to offer value for a consumer |
| Service Offering | A formal description of one or more services, designed to address the needs of a target consumer group. A service offering may include goods, access to resources, and service actions |
| Service relationship | A cooperation between a service provider and service consumer |
| Service provision | The act or activity of providing the service e.g. ensuring access to resources or providing the user with a PC. |
| Outcome | A result for a stakeholder enabled by one or more outputs |
| Output | A tangible or intangible deliverable of an activity |
| Risk | A possible event that could cause harm or loss, or make it more difficult to achieve objectives, and or uncertainty of outcome |
| Utility | The functionality offered by a product or service to meet a need |
| Warranty | assurance that a product or service will meet agreed requirements |
| Value Stream | Steps that and organization uses to create and deliver products and services |
| Process | A set of interacting activities that result in the input to produce the output. The sequence of activities. |
| IT asset | A valuable component to the delivery of an IT product or service |
| Configuration item | A component that needs to be managed to deliver an IT service |
| Event | A change that has a big impact on the management of a service |
| Change | The modification of a service or something that impacts the service |
| Change authority | Is the person or group of people that authorize change with the company |
| Incident | is a problem notified by the customer that occurs rarely or once |
| Problem | Is when an incident occurs multiple times and becomes a problem for IT Support staff and customers |
| Known error | A known problem that has been investigated but not solved |
| Workaround | A solution for when a full solution is not available but eliminates the impact of the incident or problem. |
| Service request | When a client or customer requests your services, software or support |
| Service level agreement | An agreement the outlines the desired quality of support service towards customers requesting support |
| Cost | The amount of money spent |
| Practice | The organisations resources that are used for performing work or accomplishing a task |
| Governance | How the organisation is directed and controlled |

**Part 3: ITILv4’s 7 guiding principles 20 marks**

In the lecture the tutor identified 7 guiding principles that underpin the implementation of ITILv4 in service management. These were:

* Focus on value
* Start where you are
* Progress iteratively with feedback
* Collaborate and promote visibility
* Think and work holistically
* Keep it simple and practical
* Optimize and automate

**Task:**

In groups of 3 research and present a short presentation to the class which answers the following questions.

* Teach the **meaning** of the guiding principle to the class
* Explain with examples how the guiding principle can be applied to **IT service management** to co-create **value**.
* Presentation will take about 5 minutes

The class will mark you based on creativity, engagement and whether the class grasped the concept. See the following rubric. The class will set the criteria together for each mark.

|  |  |  |  |
| --- | --- | --- | --- |
| **Presentation of ITIL guiding principle** | | | |
| Category | **8 - 10** | **5 - 7** | **0 - 4** |
| Creativity  Images are used cleverly  Content is presented imaginatively |  |  |  |
| Engagement  Content is interesting  Audience is engaged and learns the guiding principle |  |  |  |

# Task 3: Introduction to Zendesk, ITIL and ITSM Tools

**Learning Outcome:**

* Demonstrate an understanding of the principles of service management frameworks and professional practice.
* Follow standard procedures when providing IT services and focus on the delivery of best services to end user

**Marking Criteria:**

|  |  |
| --- | --- |
| Parts 1 - 4   * Zendesk is explored and all relevant questions answered. | 5 marks |
| Part 5: Basic ITIL practices have been defined and related to specific Zendesk features.   * 2 marks for each practice (6 practices to cover) * 3 marks for grammar | 15 marks |

**Objectives:**

* Demonstrate an understanding of the basic features and ticketing functions of Zendesk**.**
* Research and contrast ITSM tools and compare the features
* Link the features of the ITSM tools to specific ITIL practices.

**Background:**

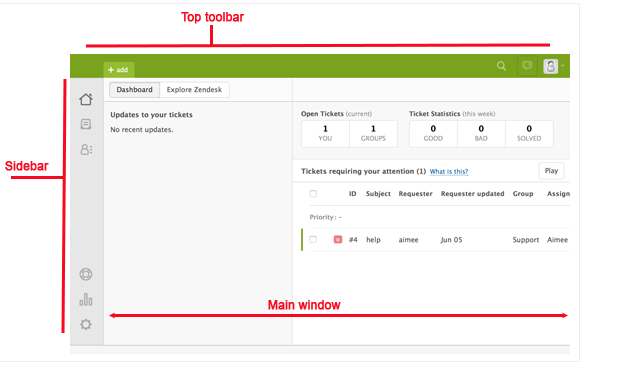
Zendesk provides a cloud-based customer service platform, also called Zendesk that includes, ticketing, self-service options, and customer support features. In this task, you will get access to this incident management system and will need to log and resolve a job.

**Required Resources:**

Internet Connection

**Part 1: Explore the features of Zendesk**

1. Go to the Moodle page (Services and Processes Tab) and Click on the video “Working with Tickets” as an introduction to managing tickets in Zendesk.
2. Your instructor will introduce you to Zendesk and give you access.
3. Visit <https://rexnet.zendesk.com>
4. Log in as either agent1 or agent2 and explore the Help Centre and the agent interface.
5. On the agent support interface, the Agent Dashboard appears. The interface has the following sections: **The side bar; the top tool bar; the main window.**



List the icons for each of the following sections and **fully** **describe the purpose of each of these icons.**

You will need to use the Zendesk knowledge base to help <https://support.zendesk.com> and or your own logic. You can also click on ‘Get Help’ from the Help Centre or Agent Interface (your instructor will show you).

Section 1: **The Side Bar**

Selecting the different features of the Zendesk support page. This includes statistic graphs and the settings for setting up macros and features to used when answering support tickets.

Section 2: **The Top Tool Bar**

Used to adjust account settings and moving to another Zendesk functionality page (support, guide, chat, talk, explore). The +add button is used to add users tickets manually and organizations

Section 3: **The Main Window**

Use to manage, solve and redirect tickets. Displays information and available features from a currently selected page.

1. Now explain the following Zendesk ticket states. Use <https://support.zendesk.com> to assist you.

New Ticket:

indicates that no action has been taken on the ticket. Once a New ticket's status has been changed, it can never be set back to New.

Open Ticket:

indicates a ticket has been assigned to an agent and is in progress. It is waiting for action by the agent. You can view all open tickets using the Open tickets view.

Pending Ticket:

indicates the agent is waiting for more information from the requester. You can view all pending tickets using the Pending tickets view. When the requester responds and a new comment is added, the ticket status is automatically reset to **Open**.

On-hold:

indicates the agent is waiting for information or action from someone other than the requester. It is similar to the **Pending** status in that you as an agent can't proceed with resolving the ticket until you receive more information from someone else. However, the **On-hold** is an internal status that the ticket requester never sees. While a ticket is set to **On-hold**, the requester sees the status as **Open**. On-hold is an optional status, and can be enabled by an administrator

Solved:

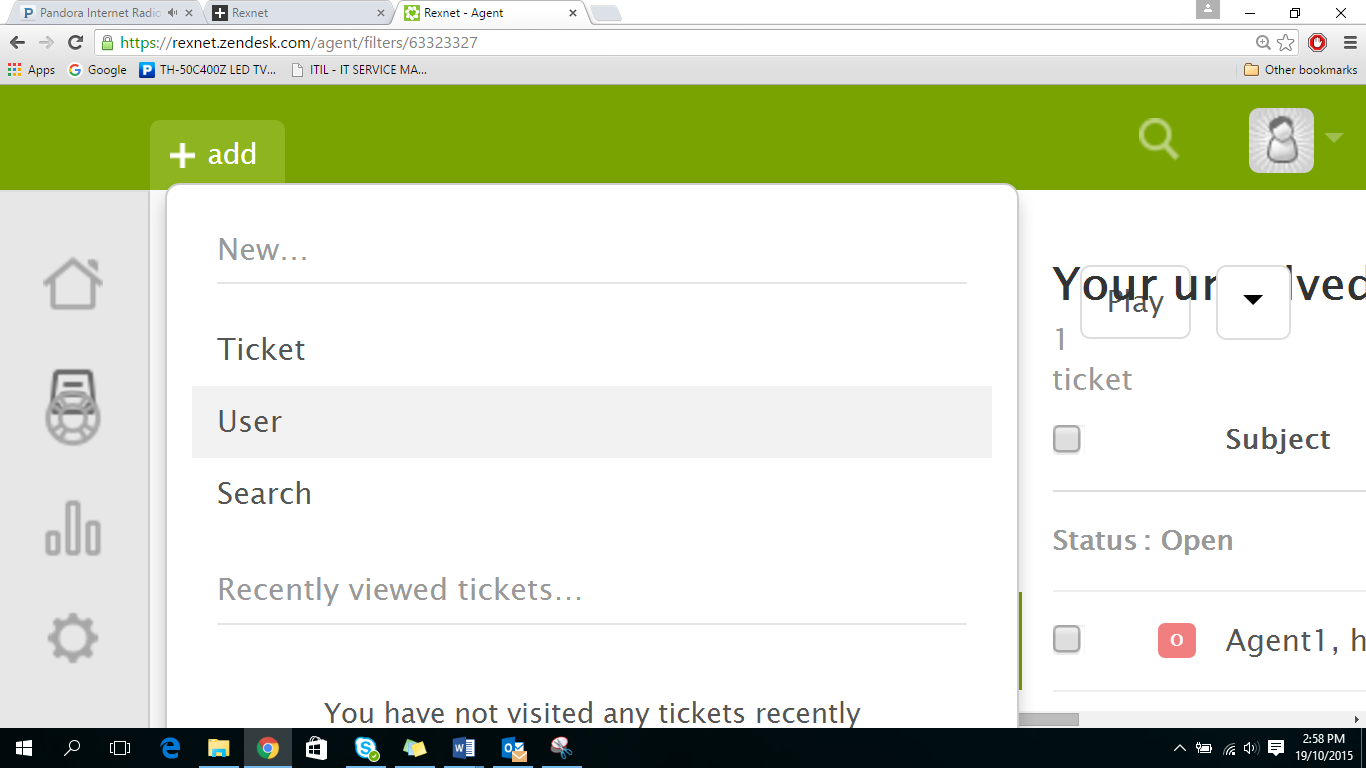
 indicates the agent has submitted a solution.

Closed:

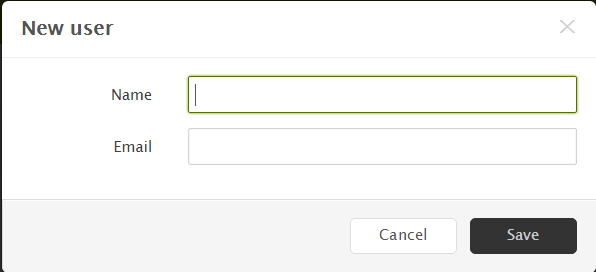
it is set to that status using a predefined business rule called an automation. An administrator creates automations and determines how long tickets remain in the solved state before they are closed.

**Part 2: Creating Users in Zendesk.**

Zendesk allows agents to add new users at any time by holding their mouse over the add tab and selecting user



**Task:** Log into Zendesk and add yourself as a user using the following information. You can use your own name and your student email. Click save.



**Part 3: Create a new ticket and describe the fields of a new ticket.**

Use the process in part two above to create a new ticket.

Identify the purpose of the fields of a new ticket. Briefly describe each of the fields below. You will need to first create a new ticket to view these fields.

Requester:

All tickets require a requester. The requester is the person who made the support request.

If a ticket is created by an agent and the requester field is left empty, then the agent will be the requester of the ticket.

Assignee:

the assignee can be either a group or a specific agent

CC’s

If you have been configured to allow it, other people can be copied on tickets. Both the requester and agents can add CCs to a ticket.

Type:

There are four values for type: **Question**, **Incident**, **Problem**, and **Task**. While the field can be blank initially (and through any number of updates), once you change the field to a specified type, you can't change it to blank again. Setting the type helps you to categorize your tickets, which you can then use in your workflow.

Priority:

There are four values for priority: **Low**, **Normal**, **High**, and **Urgent**. **Priority** is not a required field, so you do not always need to select a value. How you weigh the priority of your tickets is up to you.

Tags:

Tags are used throughout to add additional information to tickets, which can then be used in your ticket workflow.

Subject:

The **Subject** field is required. It's typically included in the support request submitted by the requester.

Description:

The description is required. This is the text of the support request. When an end user submits a support request via email, the body of the email request is used as the description. The description becomes the first comment in the ticket.’

**Part 4:** **Creating Users and Logging tickets**

Role play in groups of 2. One person will be the agent and the other will be the user / customer. The agent will log the ticket based on the information the user provides. Ask your instructor for the script for this. The script should be located on Moodle for this topic called ‘customer script for task 3.’

You will need to assign the ticket to a requester or a user that you will create (this could be yourself or someone else in the class). You may wish to use a fake email for the user. Also, record what you think the solution is to this issue and enter it as an internal note in the ticket. Be sure to submit the ticket as solved when you have finished.

AGENTS! Make sure for every ticket you log to type your name at the end so we can identify who wrote the ticket.

Make sure you record the ticket number here: **#6398**

**You must provide a screen shot of the ticket here with you time stamp on it.**



**Internal and Public Replies**

Answer the following questions:

What is the difference between internal replies and public replies on the ticket? Explain.

* Internal Reply:

Are notes written for other IT support staff to read in case of repeated occurrences of the incident that could result in a problem. To speed up solving time for repeated occurrences.

* Public Reply:

Notes written that are delivered to the customer requesting the support. Used to inform them how to solve the issue and/or how to avoid a repeated issue in the future.

Important:

From this point on, whenever you log a ticket make sure you address the customer appropriately in the public reply. Do not send the customer the technical details of the job that are meant for your internal colleagues.

* In your self-study time: learn more about how to use Zendesk. Visit <https://support.zendesk.com>

**Part 5: ITIL Practices and Zendesk**

* Define the following ITIL practices from the lecture and the ITIL e-book and relate specific Zendesk features to each practice. You must describe the Zendesk feature and how it relates specifically to each practice.
* Diagrams, screenshots and images of Zendesk will be used in your explanations of each practice.
* You must state how Zendesk supports and assists an organisation in the implementation of these ITIL practices.

You must cover the following ITIL practices:

* Problem management
* Incident management
* Service request management
* Knowledge management
* Service Desk
* Service level management

Marking criteria for part 5

Part 5: Basic ITIL practices have been defined and related to specific Zendesk features.

* 2 marks for each practice (6 practices to cover)
* 3 marks for grammar

---------------------------------------------------------------------------------------------------------------------------

Problem management:

Problem management ITIL practice is the identification and resolving of a recurring incident. This practice follows incident management to resolve issues that develop into a problem for the users.

Zendesk provides a problem management service that allows incident tickets to be bundled together and solved as one problem. This reduces the workload on Tech support staff and speeds up response and solve time for multiple customers. This feature will allow support staff to move this problem to the right channel to solve the problem that might include passing it on to a higher-level IT staff.

Incident management:

Is the practice to resolve uncommon or unique issues for the users. Multiple of the same incident/issue develops into problem management. Issues answers are recorded to develop onto their knowledge increasing solving time and identification of problems.

The ticketing system used by Zendesk allows users to record private and public information for clients and suppliers. This allows the suppliers to draw information from past tickets of the same issue and to identify and resolve problems and future incidents.

Service request management:

Is the practice of controlling and managing the service requested from the clients in a user-friendly and effective manner.

Zendesk includes Request management software that allows allocation and dividing of customers to meet the persons requirements. Being able to correctly process the customer to the right support staff means that the problem will be correctly understood and solved within a timely manner.

Knowledge management:

Knowledge management is the database of knowledge provided to clients and users this includes internal information for workers in the company and external information for clients, users and customers on self-help pages.

Zendesk includes Guide, a service that allows you to capture and leverage knowledge and information. Guide is natively supported by the Support service providing Structured content, access to deleted content in archives, view previous edits to content and select the specific audience for content. Guide also helps provide attractive information for customers through help centers. This allows information to be distributed throughout the organisation and customer base, informing customers and support staff of solved problems and incidents.

Service Desk:

Is the single point of contact between the service providers and its users. This practice is needed to capture incident resolution demand.

Zendesk Support allows interaction between social media platforms, email and chat, bringing it to one location for support staff to monitor and reply. Providing a single location to respond to customers allow support staff to follow the Service Level Management agreement supporting their claims for their customers. Support is the central hub for connectivity to the customer and has multiple channels to meet the customers need this is also where the statistics are captured, calculated and displayed for a real time display of current stats to compare to the Service Level Agreement.

Service level management:

To set clear targets for delivery of service to be compared to. The service performance is assessed managed and controlled to these requirements.

Zendesk includes SLA Service Level Agreement. It is a feature to create a policy for response and resolution times that support teams deliver to customers. This agreement is followed to provide a consistent service at a specified level allowing support staff to monitor their statistics and adjust accordingly. A generalized service allows customers to receive consistent results with all of the support teams IT staff.