



## **ITWorks Service Desk Work Instruction**

### **Communication Standards**

#### **Purpose**

The purpose of this document is to guide Service Desk staff on acceptable standards for communicating with their clients and team members at IT Works.

This document contains guidelines for verbal and written communication.



## Verbal Communication

### Answering service calls to the service desk

You must answer a call to the service desk in the following manner:

*“IT Works Service Desk your speaking with “your name”, can I have your name please”*

Once you have verified the clients identity in the system you can proceed to record the details of the service call.

### Call technique guidelines

- *Smile.* It can alter your voice.
- Sit up and take a *deep breath.* It is relaxing and will take the tension out of your voice.
- Be *conscious* of all background noise.
- Respond as *quickly* as possible, without interrupting the client.
- *Speak clearly*
- Be courteous. Treat callers as you would like to be treated.
- *Listen carefully.* It is the best way to clearly understand a client's needs.
- *Evaluate* the urgency of the client's issue by asking questions. Find out the implications
- *Do not* draw a conclusion until all of the information has been presented.
- *Fully document* all of the details in the service call form.
- Do not place a client on hold unless it is absolutely necessary. If you need to place a client on hold, then explain how long you expect to be away from the call. Obtain permission for putting them on hold. Always check back with the client if you are longer than expected. Ask if they would prefer you to call them back by a certain time. Always thank the client for holding.

### Ending the call

On ending the call with client thank them for calling the service desk and offer further assistance if required in this manner:

*“Thank you for calling the IT Works Service Desk, is there anything else I can assist you with today?”*

*Before we end the call, can I please ask you to rate my service today out of 5 stars?*

Once you have the feedback and if no further assistance is required then you can end the call.



## Written Communication

### Email etiquette

- Begin with a greeting e.g. Hi, Hello, Good morning
- Thank the recipient e.g. Thank you for your email regarding.....
- State the purpose of the email
- Add closing remarks
- Close email appropriately e.g. Regards, Sincerely
- Add signature block

### Recording information for service calls

**Title** – record a meaningful title for the service call that briefly describes the incident or service request

**Description** – include in the description:

- the client's incident or service request
- any troubleshooting steps you have performed to try and resolve the incident
- any history that is related to the incident or service request
- client information – location, CI, contact number, times for contact

### Private log

As this is a private log that only service agents can see you can use this log to record information and actions between service agents, team leaders and supervisors/

### Public log

This log can be seen by clients. Use this log to record information about contacting / following up with the client, confirming agreed times or actions for resolution etc.