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help desk team member and once they do, their issue still takes a long time to resolve. Solution: Use ITSM to create a self-service portal where users can raise incidents online. This dramatically reduces phone calls and walkups, freeing your IT help desk team to focus on resolving issues. Be sure to choose an ITSM platform with an
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Handling Issues in Managing a Help Desk for Business

A Help Desk needs to balance two major endeavors at all times: resolving problems that are most critical to the operation of the company's business before other, less important issues; and, secondly, making sure the work you have planned that will improve performance gets done.

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