

### 3-Day Onboarding Plan – IT Team Member

Day	Focus Area	Activities
Day 1	Orientation & Access Setup	<ul style="list-style-type: none"> <li>Welcome meeting with the HR and the IT Supervisor</li> <li>IT policies, support structure, and internal communication overview</li> <li>Account creation Email, VPN, Microsoft Teams, Zoho Desk</li> <li>Security and compliance training (use of passwords, appropriate use)</li> </ul>
Day 2	Tools, Shadowing & Metrics	<ul style="list-style-type: none"> <li>What is the Zoho Desk ticketing system and SLA policy?</li> <li>Shadow Tier 1 support agent for issues of low-level troubleshooting</li> <li>Pass through the escalation matrix and the SLA timeframes</li> <li>KPIs introduction: Avg. reaction time, Customer satisfaction score</li> </ul>
Day 3	Hands-On Tasks & Feedback	<ul style="list-style-type: none"> <li>Mock ticket-solving practice and overview with the supervisor</li> <li>Communication, documentation, and escalation feedback</li> <li>Analysis of the dashboard and process of closing tickets</li> <li>The completion of Q&amp;A and readiness checklist</li> </ul>

### Real-World Examples

American Express also prevents fraud cases and facilitates fast user engagement with real-time alerts. They notify people instantly, directly, and encouragingly, concentrating on aspects of responsiveness, transparency, and establishing trust (Ledas, 2025). This is the same way that service desks are supposed to communicate with users in issue handling, such as

through Zoho Desk, which keeps the case status active and users informed to maintain trust. In the same vein, Zoho integration with Dell Technologies has enabled the company to utilize automated ticket routing through Zoho Desk, routing tickets according to priority levels and product lines, which has improved SLA compliance and ticket resolution timing (Lian, 2023). Their IT operations reduce the risk of blindness and workload imbalance by utilizing higher-level triage and auto-routing systems. These can be seen as examples of how KPI-based tools, rapid alerts, and directed working processes effectively contribute to the process of onboarding and efficient work. New team members who learn through such systems soon acclimate to the actual standards of support, enabling them to deliver services with accuracy and accountability.

## References

Ledas, A. (2025). *Frauds, Phones & Fingerprints: Proving Your Identity in the Digital Age*.

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Lian, S. (2023). *Customer Relation Management (CRM) system for Customer Service*

*Management* (Doctoral dissertation, UTAR). <http://eprints.utar.edu.my/id/eprint/5525>