



**FIGURE 15-10:**  
Using the chat  
window.

## Creating a Knowledge Base

An important aspect of any help desk is creating and maintaining a comprehensive knowledge base of common issues along with their solutions. Whenever a recurring issue is discovered, a member of the help desk team who has good writing skills should be assigned to create a new article in the knowledge base. The article should clearly list the symptoms typically encountered along with a detailed, step-by-step solution that solves the problem.

The knowledge base should be shared throughout your company, perhaps on your company intranet. That way, users can search it on their own. Sharing a well-stocked knowledge base on your intranet can cut down on the number of support calls your help desk receives because users can search it to find solutions on their own.

## Creating a Self-Service Help Portal

One of the best ways to improve the efficiency of your help desk is to create a self-service help desk portal where users can look for their solutions on their own, create and track support tickets, initiate chat sessions, and so on.