MYURHR HELPDESK EXPERIENCE

TRAINING

Training consisted of three weeks. We went over the main systems we would be working with including:

- BeyondTrust Remote Support

- MLC Softphone

- UKG (Time management, PTO, etc. for customers)

- Jira Service Desk

- Box Secure Cloud Content Management

TEAMWORK + COMMUNICATION

A vital portion of our time here at the helpdesk surrounded communication. We leaned on one another to garner further understandings of system operations and commonly screenshared different scenarios from our day-to-day. I acted on an idea in our second week to implement a shared OneNote amongst our helpdesk. This marked a turning point in our daily tasks, as we had an instant reference point guiding us through the toughest of times.
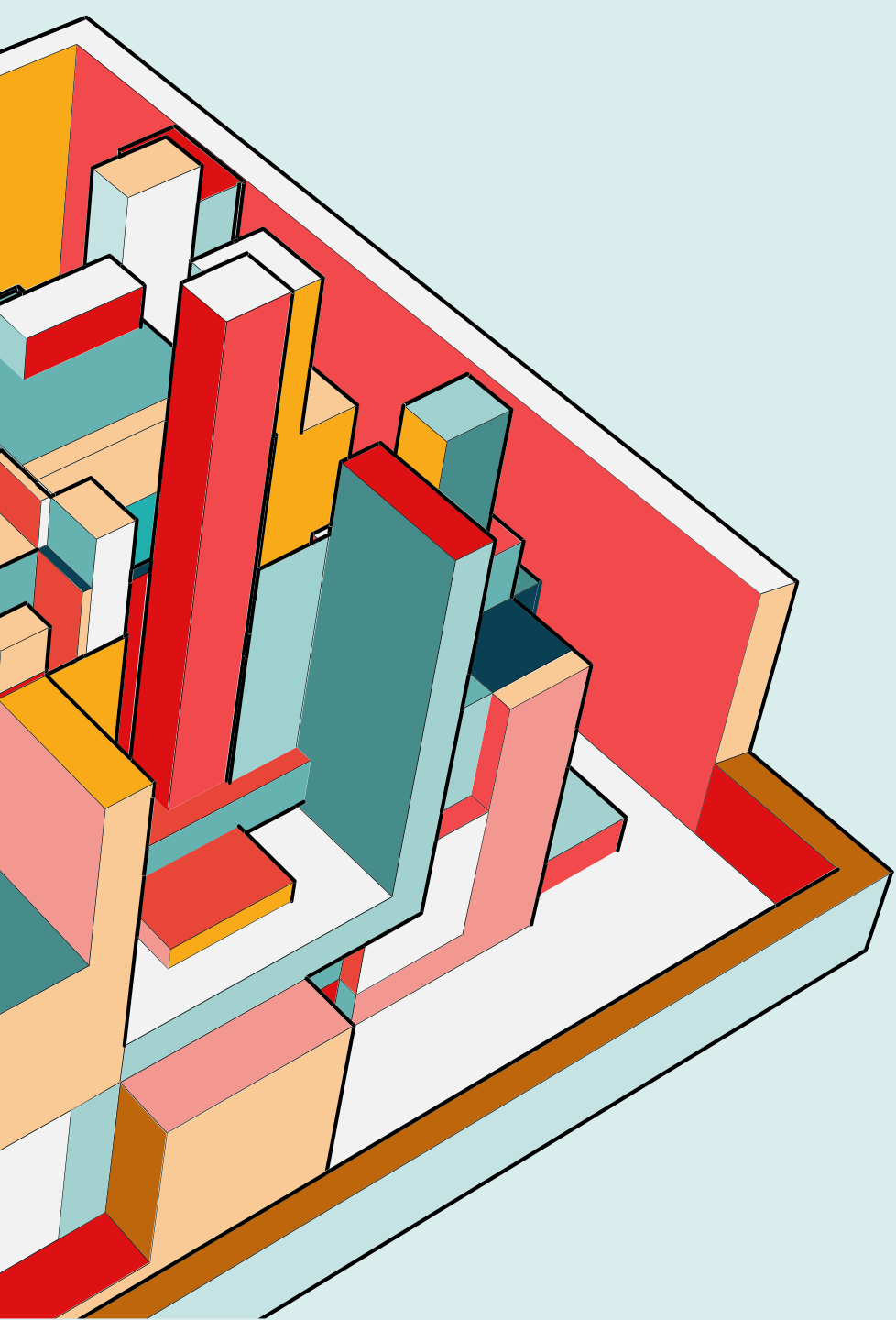
SUPPORTING CLIENTS THROUGH EMAIL AND PHONE CALLS

Communication and Assistance Strategies for myURHR Users

WHAT SUPPORT LOOKS LIKE

Phone:

- For the phone system, customers would call in and explain their issue

- We then made note of their issue within the ticketing system

- While taking notes, I would guide them through how to navigate through their given issue

- When done, the ticket would be closed out and removed from the queue

Email:

- Notifications surrounding tickets would come in through email

- I would then analyze the ticket, then decide how to complete it

- The ticket would be sent as an internal comment until approved by a supervisor

- Once approved, the comment would be shared out to the customer, then closed

CUSTOMER SUPPORT

How I handled customer interactions

DAY TO DAY INTERACTIONS

- Self-Service Empowerment: Assisted workers in utilizing myURHR for common activities, enabling them to personalize their top apps and shortcuts, and manage tasks efficiently.

- Resource Navigation: Guided employees to essential support resources, including the myURHR webpage for FAQs, Fast Facts Videos, and Quick Reference Cards.

- Training and Development: Facilitated access to training materials available on MyPath, ensuring employees are well-prepared for their roles.

- Onboarding Assistance: Supported new employees through UKG onboarding/navigation
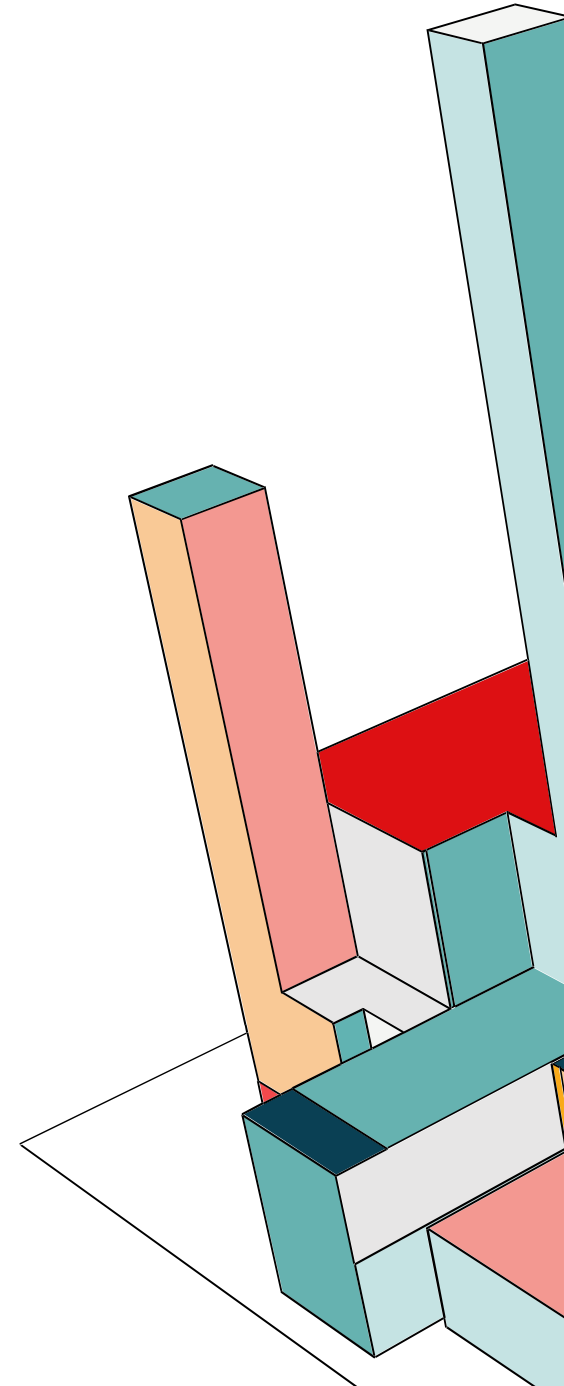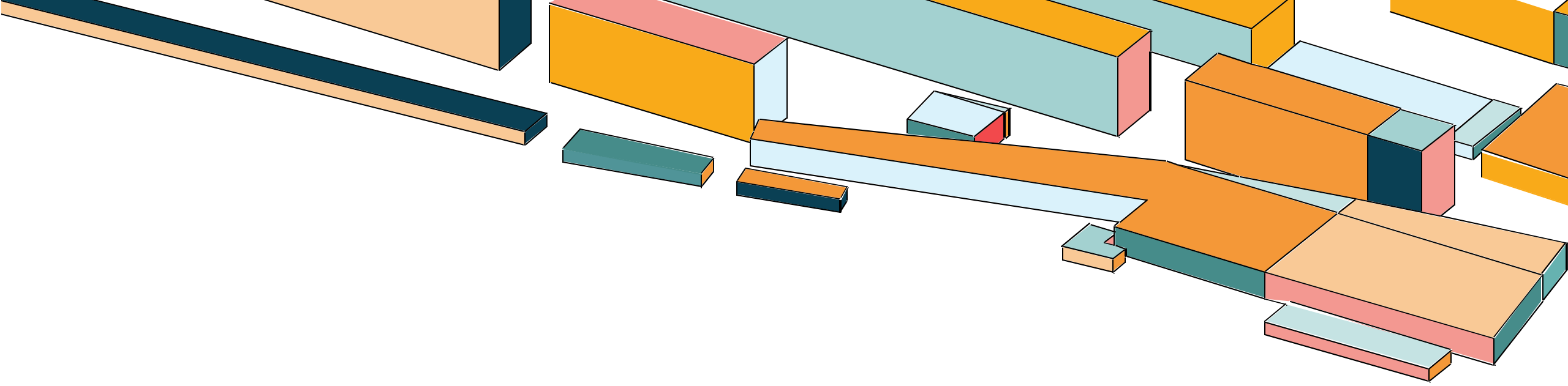
ELEVATING TICKETS

SOMETIMES, TICKETS ARE BEYOND OUR LEVEL

?   With such a wide array of users at the UofR, it is no surprise there are some tickets beyond our capabilities at level one

💬   Tickets beyond level one control would be sent to a group chat with managers to review

▽   Once reviewed and elevated, the ticket would be removed from my queue

✉   Despite being removed from the queue, I would still receive email updates surrounding the steps my team was taking to fix issues, greatly increasing my general learning

TAKEAWAYS

Adopting New Software:

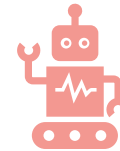Successfully handling new software requires patience and a willingness to learn.

Effective Communication:

Engaging in live communication, such as phone calls and screen sharing, is an excellent method for guiding customers effectively.

Team Collaboration:

Collaborating within a team significantly enhances productivity and efficiency.

Leveraging AI:

Utilizing AI to streamline daily tasks provides a substantial boost in productivity.

THANK YOU

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