Executive Summary

Challenge Your Service Desk to do Proactive Problem Management

Traditional models of the IT Service Desk were well understood; they focus on reactive solutions and help desk agents as an effective way to ensure that end users are satisfied. Service Desks were designed to help keep the network running smoothly and users happy.

But it doesn’t have to be this way.

Today, we can predict problems before they arise and turn the skill of the individual analyst in being able to identify a problem on a call into a new role: one that predicts problems. With Next Generation Service Desk tools, analysts can break free of common practices and push out an update to all affected clients.

5 Signs That Your Service Desk Isn’t Working

What if each time an incident is resolved at the Service Desk, analysts could quickly identify all affected users and clients?

What if we could pass around the question that everyone asks at 9:00 am on arriving to work. "How many tickets have we resolved today?"

What if we could stop tickets from being passed back to Service Desk due to missing information or incorrect information?

What if we could identify issues before they are even reported?

What if analysts could be alerted to and resolve issues (such as the spread of malware or unpatched machines) before the user is even aware of the problem?

Next Generation Service Desk Tools

Users are not reporting problems.

Tickets are passed back to Service Desk due to missing information or incorrect information.

Existing Help Desk models are broken.

Service Desk models are designed to support directly with simple issues and push workarounds on repeat callers.

Tickets are escalated when appropriate with relevant information.

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What if we could pass around the question that everyone asks at 9:00 am on arriving to work. "How many tickets have we resolved today?"

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What if we could stop tickets from being passed back to Service Desk due to missing information or incorrect information?

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What if each time an incident is resolved at the Service Desk, analysts could quickly identify all affected users and clients?

How can this work? Service Desk has evolved. Nexthink is the next generation service desk tool. The Nexthink Service Desk is a software-as-a-service (SaaS) solution that leverages AI to analyze live and historical data.

Unlike any other service desk tools, Nexthink’s software continuously monitors users while they work, identifying issues before they are reported by users. This allows service desk agents to quickly identify and resolve incidents in ways that are faster, more effective, and more efficient than ever before.

Next Generation Service Desk Tools

Next Generation Service Desk Tools such as Nexthink enable a new reality of what a Service Desk can do. These tools make it possible for Service Desk to identify and resolve issues before they are even reported. They are built to improve efficiency and reduce costs, while also ensuring that end users are satisfied with the service they receive.

Nexthink Service Desk uses machine learning algorithms to analyze network traffic and identify issues before they become problems. This allows service desk agents to quickly and effectively resolve issues, reducing downtime and improving user satisfaction.

Nexthink is a powerful, AI-powered tool that can help Service Desk managers make better decisions, avoid costly mistakes, and improve the overall user experience. It provides valuable insights into the health of the network and identifies issues before they become problems.

With Nexthink, you can be sure that your Service Desk is working as it should be, and that your users are getting the support they need to be productive.

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