

ITIL Standard help-desk management system

Objectives:

1. To simplify faculty, administrative staff and students service operation
2. To improve productivity
3. To make quality tech available, accessible with prompt support

Maharashtra Educations Society's Institute of Management and Career Courses (IMCC) is the only institute who is providing ITIL standard help desk management system through Zoho Desk Platform. Zoho Desk helps us streamline faculty, administrative staff and students' support tickets. It also provides all the context which needs to resolve issues and also allows to prioritize, track and automate routine support tasks.

Reasons for implementing Ticketing System

- Struggling to handle conversations across multiple platforms.
- Having trouble keeping up with everyday repetitive tasks.
- Frequently missing high priority issues and failing to meet deadlines.
- Struggling to organize all of the relevant data for a ticket.
- Disappointing faculty, administrative staff and students because of slow response time.
- Receiving less positive feedback about IT infrastructure service

Process details

1. A web form allows faculty, administrative staff and students to record a ticket and follow the progress of every ticket or "issue" in their log-in until the problem is resolved.
2. The issue tracking begins when the faculty, administrative staff and students submit their ticket about their questions, and ends when they leave feedback on the support they received.
3. An effective issue tracking zoho desk ensures that this process goes smoothly, stays error-free, and makes service easy for everyone involved.