Course : Designing and managing a helpdesk service

Synthesis course - 2d - 14h00 - Ref. HEL
Price : 1720 € E.T.

★★★★½   4,4 / 5

An efficient Helpdesk is a key factor in user satisfaction and the smooth running and credibility of an IT department. This course provides the elements needed to set up an efficient Helpdesk and improve its operation.

Teaching objectives

At the end of the training, the participant will be able to:

- Understanding the role of a Helpdesk within the IT Department
- Establish the roles, responsibilities and missions of Helpdesk staff
- Setting up a Helpdesk
- Monitor department activity and reports
- Define performance and quality tools and indicators

Intended audience

Customer Service Center Managers, Project Managers, Helpdesk Managers, Front and Back Office Hotliners. Helpdesk managers.

Prerequisites

Basic knowledge of ITIL® processes and architecture.

Practical details

Case study
The course includes examples to illustrate key concepts and make them easier to grasp.

Course schedule

PARTICIPANTS
Customer Service Center Managers, Project Managers, Helpdesk Managers, Front and Back Office Hotliners. Helpdesk managers.

PREREQUISITES
Basic knowledge of ITIL® processes and architecture.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

① Issues, responsibilities and missions of the players

- The origins of the Helpdesk. Definition. Rationale.
- Issues and consequences. Expected, desired, rendered and perceived service.
- Players' responsibilities and missions.
- Essential for efficient service management.
- Structured workplace for service provision.
- First line for incident management.
- Mission, role and responsibilities of the Helpdesk function.
- Volumetry. Resource sizing.

② Structuring incident processes

- Service organization and maturity.
- Service levels (SLA, OLA).
- Technical infrastructure and typology.
- Input/output information.
- Processing of activities and tasks according to profile.
- Incident life cycle.
- Incident and major incident templates.
- Climbing and recovery.

③ Helpdesk activities

- Return to service while minimizing the impact of incidents.
- Handle end-to-end requests.
- Monitor department activity and generate reports.
- Identify new services.
- Reduce costs and increase productivity.
- Improve user satisfaction.

④ Helpdesk resources and tools

- Smartphone tools.
- PABX / IPBX switchboards.
- The automatic call distributor (ACD).
- Computer telephony integration (CTI).
- Interactive voice response (IVR).
- Integrated park and ticket tools.
- Helpdesk specialist status.
- The ideal profile. Skills matrix: customer-oriented, focused on business objectives, methodological...

⑤ Quality management tools

- Define performance and quality indicators.
- Availability versus unavailability.
- Service availability indicators defined by the ITIL® SLA: MTTR, MTBF, MTBSI, MTRS, AST, etc.
- Calls served, abandoned, dissuaded.
- Flow by hour, day, week, month.
- Number of employees per time slot.
- Balance Scorecard (BSC).

Dates and locations

REMOTE CLASS
2026 : 18 June, 10 Dec.

PARIS LA DÉFENSE
2026 : 18 June, 10 Dec.