

# Functional help desk

Business support suite as a service offering



Functional help desks are becoming an integral part of mission critical banking applications as they provide business users with the much needed support immediately after UAT and during the initial days of production deployment. Offsite help desks set up for our clients provide help and answers, clarifications and user interface guidance based on user queries and problems faced. The help desk provides a single point of contact for users to receive assistance in troubleshooting, getting answers to questions, and resolving known problems, and helps to enrich user experience along with user training.

The help desk is web-based and uses email and/or browser as a medium of communication. It is used for call logging, routing, escalations and resolution and can be integrated as an incident response and change management system. Our experienced domain specialists and analysts use a secure and confidential infrastructure as well as best-in-class processes to offer high quality services to support your business users.

## Support Provided

### Providing first level support to users/ branches

The help desk is set up with the objective to support the business users involved in day to day operations in terms of clarifications and guidance on operational / functional queries on product / business processes. The help desk comprises resources representing a business core team, a process team, a user security & IT service desk and a core banking vendor team. The teams will mainly address queries pertaining to

- Application flow and functionality
- New / updated process
- Queries on user roles / login

## How does it work?

Offsite help desks will be set up along with the incident management tool for logging the incidents raised by the branches during 'go live' for tracking and closure. The first and foremost step of help desk support is to devise a precise process flow for call assignment and resolution, understanding the nature of the activity to be performed by SQS and the exclusions.

All issues that need to be worked on are to be raised online. During offline hours, however, requests are to be submitted by email to dedicated and previously agreed email accounts. All incidents raised will be classified into different categories, as agreed during setup, and assigned to a priority and severity level for resolution. Management reports summarizing the details of queries & resolutions can be provided on a regular basis.

The help desk then liaises with other stakeholders, e.g. IT / application teams, by whom further assistance is needed to resolve the issues.

## Providing user training

As part of the help desk functions, providing support on user training is one of the focus areas. Training increases the learning curve and therefore decreases the costs of implementing a new application. Training is organized for each project based on the user profile and the needs of the project. The information commonly requested by users is also captured and included in the FAQs or in a knowledge base for easy access. User training is planned via the below modes as per the need of the project:

- Planned training sessions
- Phone & email
- Remote desktop access

## Benefits of a function help desk

- Enhanced end user satisfaction / comfort with product / application based on the knowledge, support and training provided by the dedicated team of domain experts
- Business user(s) can focus on critical tasks such as the conversion process and fixing issues in production
- Inputs to refine user manuals / screen navigation
- Round the clock support on need basis, as agreed
- Single point of contact for help desk issues leading to streamlined issue resolution
- Management report summarizing the details of queries and the response logs along with suggestions to refine user manuals / application navigation for future use
- All process flows are governed by the information security policies of the client and SQS to ensure security and confidentiality

## Contact

For further information, or if you have any other questions, please do not hesitate to send us an e-mail: [info@sqs.com](mailto:info@sqs.com)