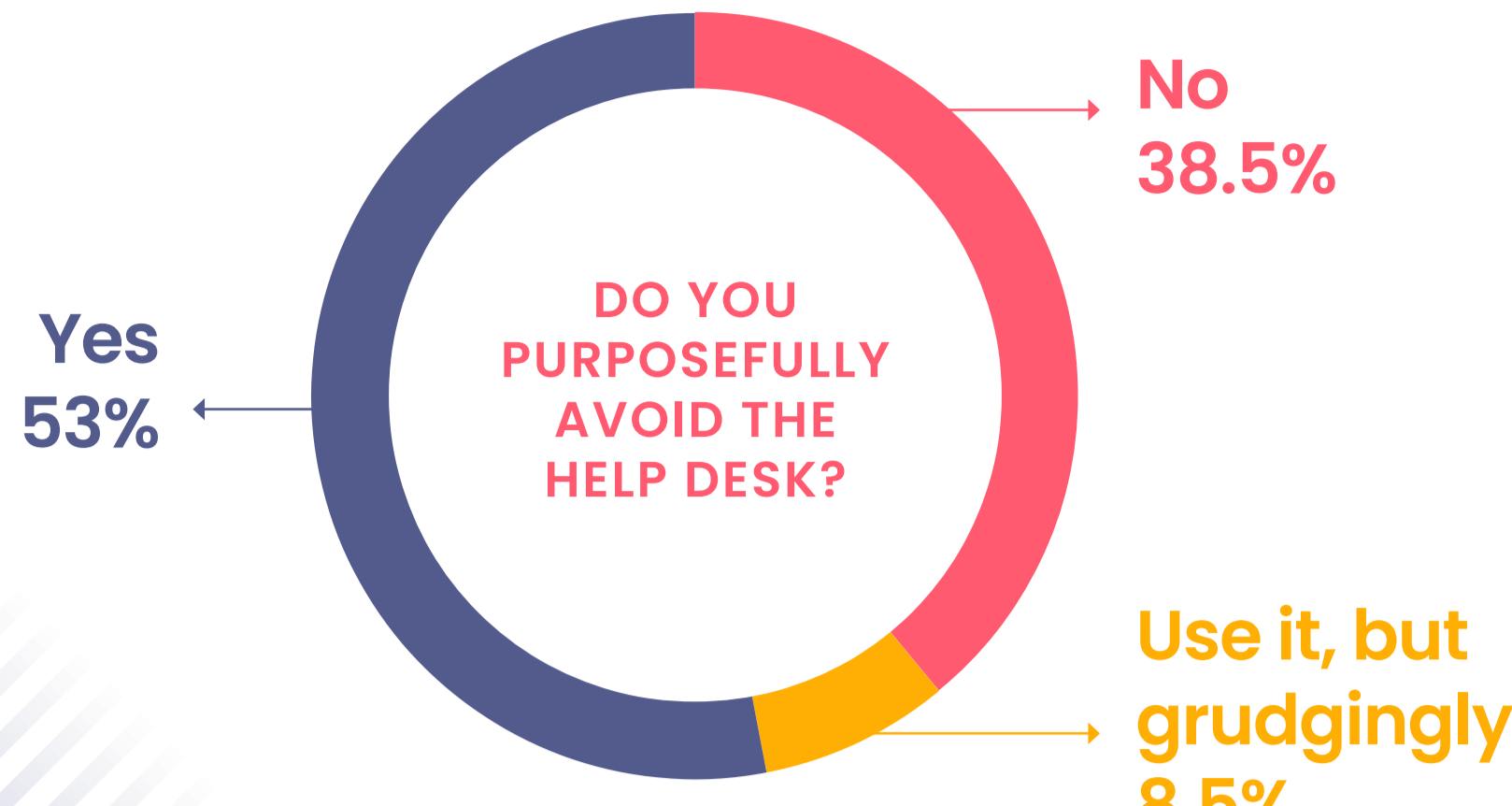


How to Modernize the Employee Experience

To better understand the employee experience with internal help services, we surveyed 1,000 people at organizations greater than 5,000 employees. The results are striking.

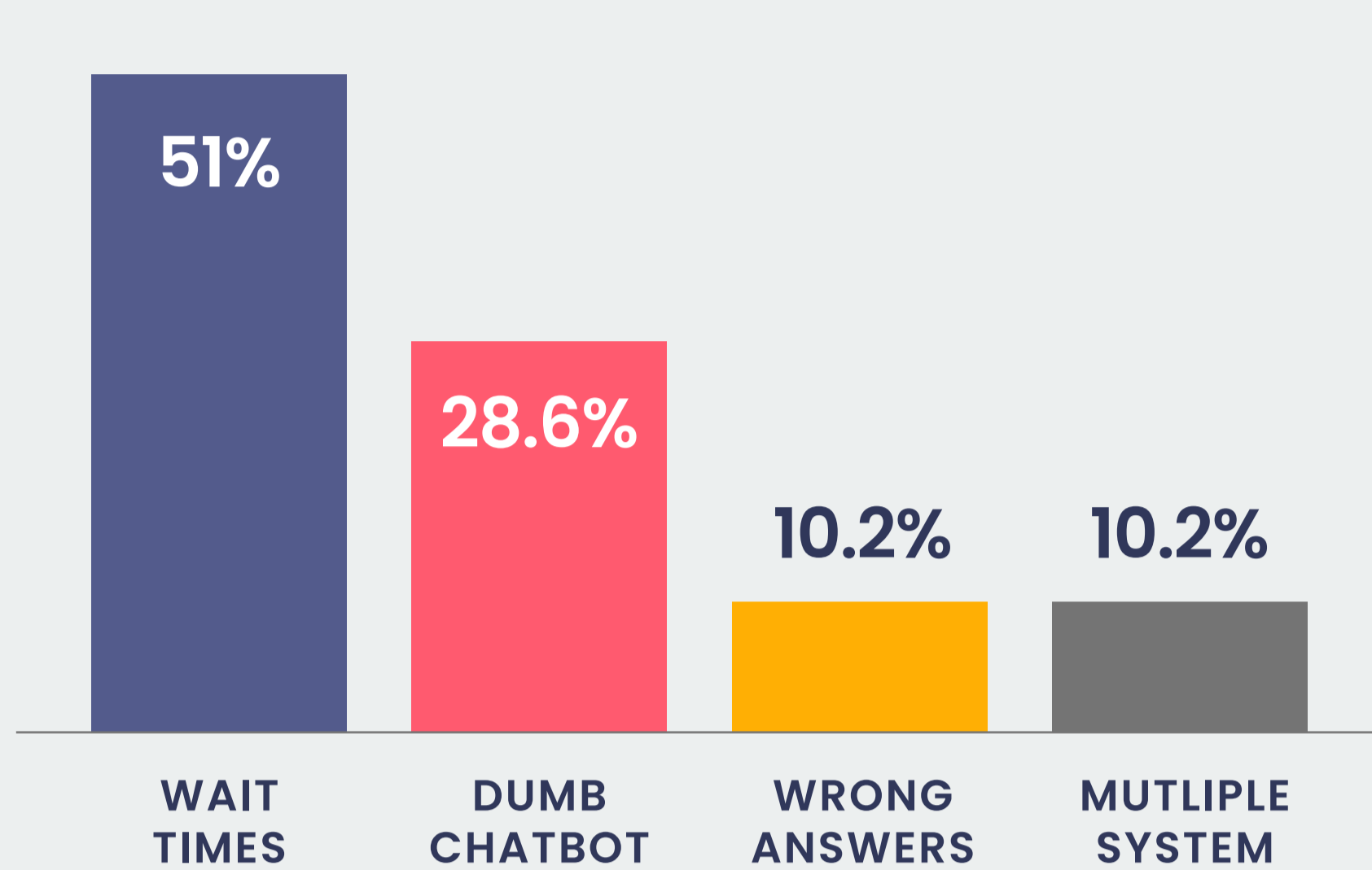
53% of employees purposefully avoid the help desk, with another 8.5% using it grudgingly

More than half of your employees think the help desk experience is so bad, they avoid it entirely! And having employees trying to solve their own HR and IT problems can lead to...more problems, as well as wasted time. Clearly there is room for improvement here, as well as a need to communicate internally when you do change your help desk approach.



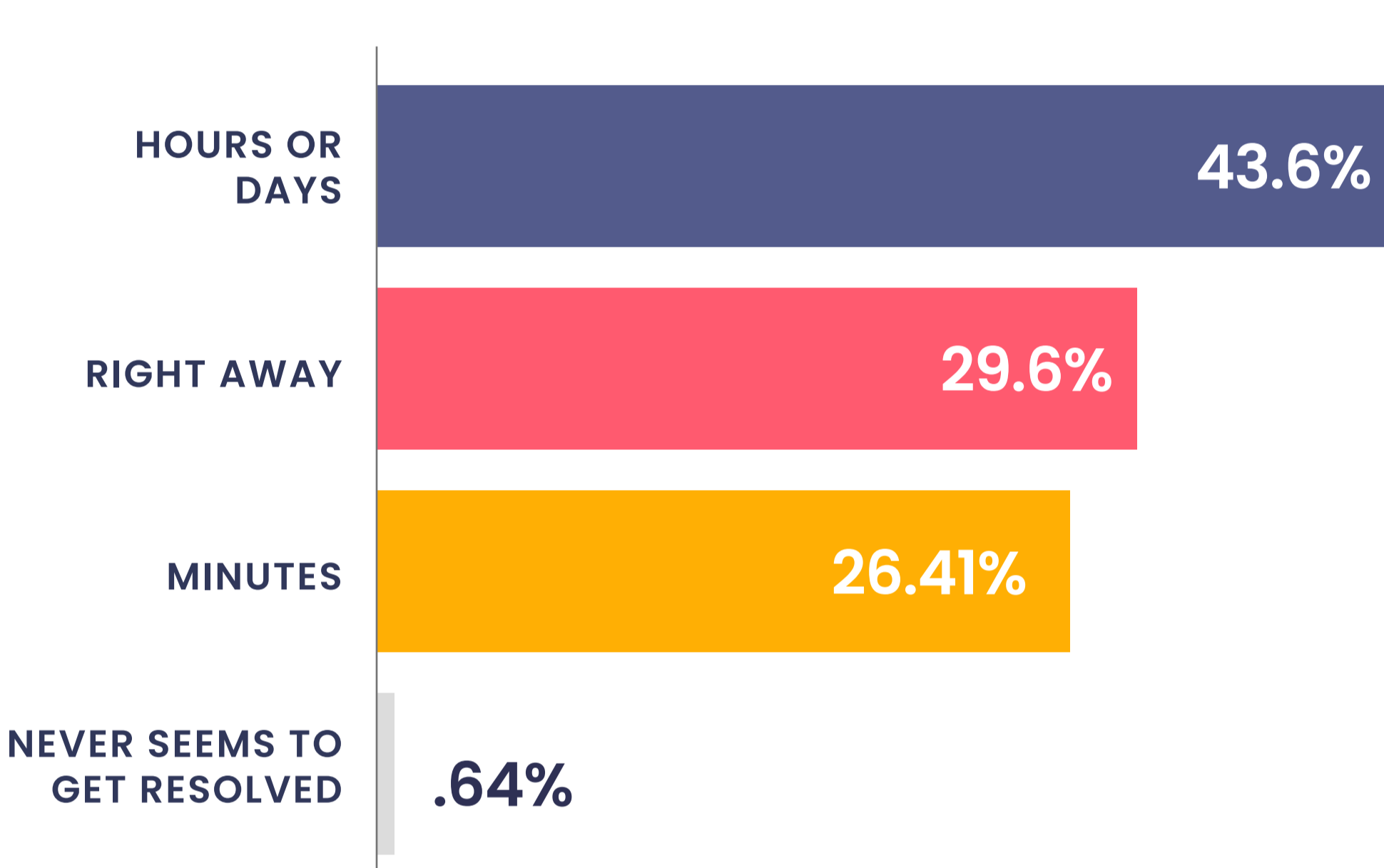
What is the MOST frustrating thing about using your internal help desk?

The MOST frustrating thing about using the help desk is wait time...but "dumb chatbot" is not far behind. In better news, wrong answers accounted for only 10% of the frustration...but what if you could trim down that 10% even more with a system of intelligence, AI that learns as it goes, and a virtual agent who passes all relevant user inputs on to the live agent? So no one has to start from scratch *again* when they move from AI to human.



Over 40% of help desk requests aren't getting answered for hours...or days!

HOW LONG DOES IT USUALLY TAKE TO GET RESOLUTION ON AN ISSUE?



What would make employees' help desk experience better?

For our open text box question, "How could your help desk experience be improved?" we received an overwhelming number of variations on "Speed up wait times" and "make it easier to use", as well as a few disheartening "a total revamping of everything." Other top contenders for improving the help desk experience included both advice to have a better chatbot, and advice to hire more people — which is not as diametrically opposed as it might sound. By having a better virtual agent interface, service desk staff would be freed up to answer more complex problems more quickly in person.

There were also calls for help desk people to be more patient, in addition to being more readily available. Some employees also damned with faint praise: "It works about as well as it could."

"Improve the language and learn others" as well as pleas for better longer help desk open hours point to the need for multiple language solutions and sophisticated AI that can answer routine questions 24/7.

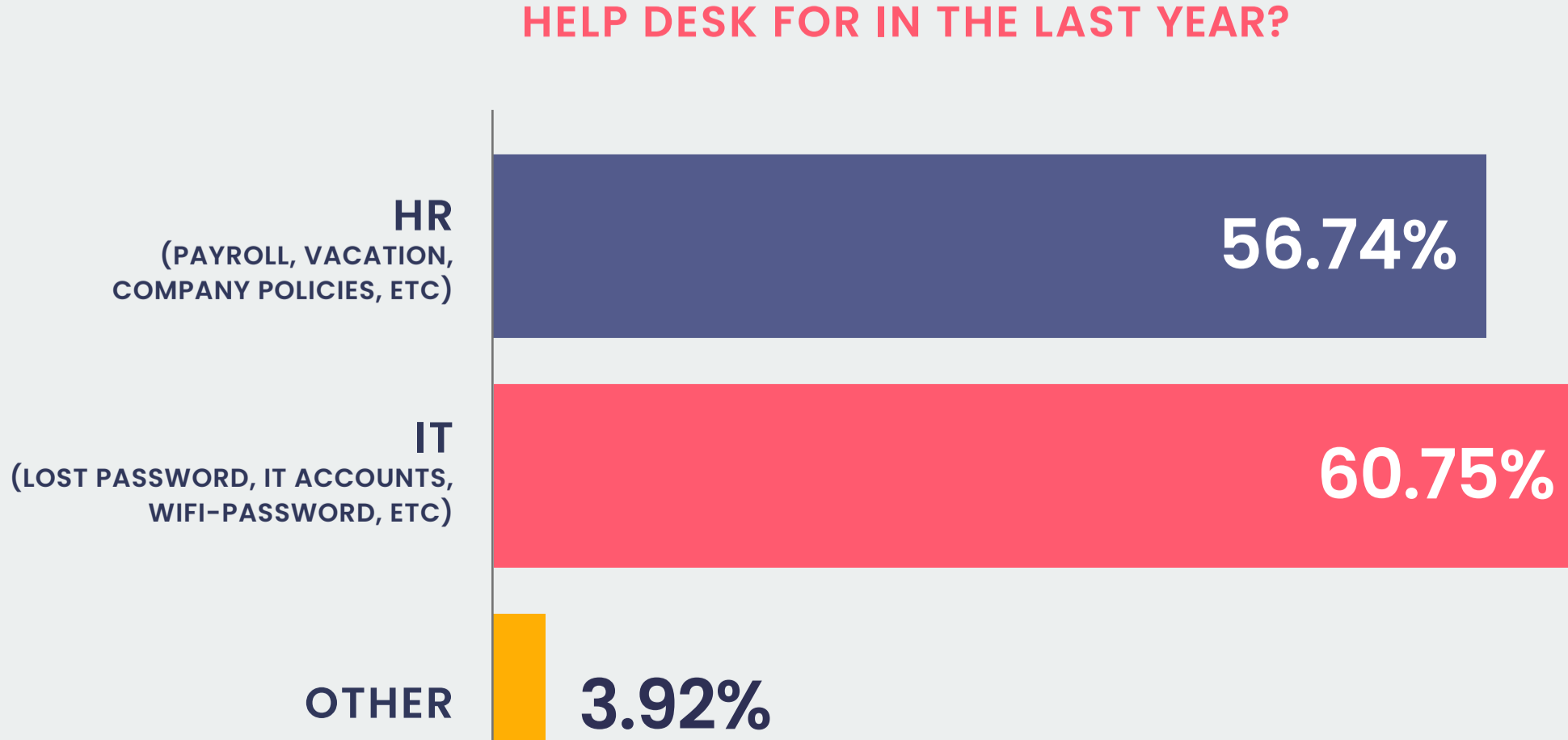


Sample Employee Responses to "How could your help desk experience be improved?"

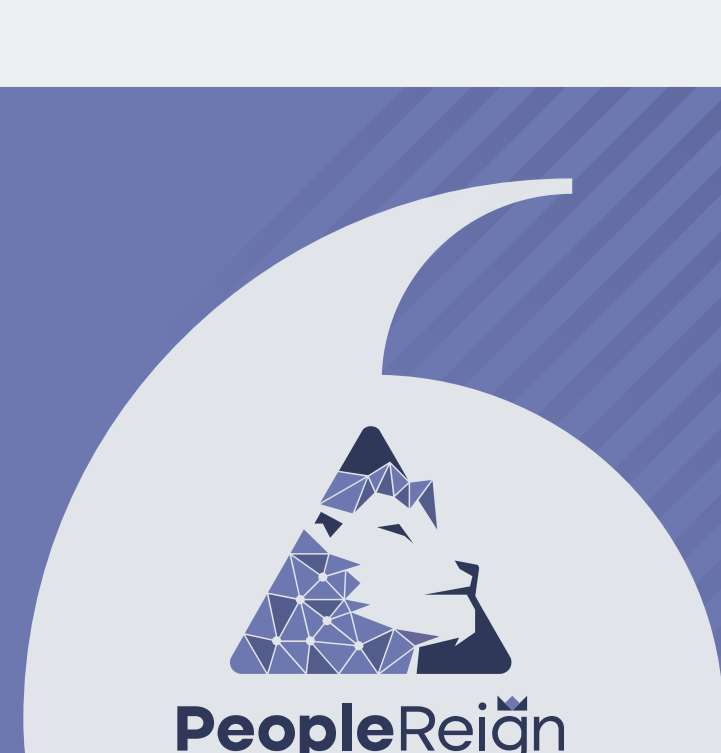
- "By making it easier to use it" **"Fewer auto-responses, more personalization"**
- "I wish it could give immediate solutions for issues." **"Data should be up to date"** **"The user interface can be more attractive"**
- "The reply speed needs to be high"** **"Have an automated system that can immediately and correctly solve common troubleshooting problems"**
- "To decrease the wait time and to give multiple solutions for a problem"** **"Clear and short answers"**
- "Make it more user friendly"** **"Quicker answers that are actually helpful for more complex questions."**
- "More self-service"** **"Make the chatbot more active"**
- "A robust integration of the Help Desk Support with the various software platforms we use for work could make things easier."** **"Having a single account to access all the systems or have them merged somehow."**
- "Have more help desk operators with better training"** **"Better trained reps"**
- "More website concentration. That's where I work, online."** **"More streamlined and efficient ways of connecting me with the right person for my problem"**
- "Instant response. No queue. Availability of experts."**
- "Limit the systems we have to access to solve the problem"**

Employees clearly indicate the need for both HR and IT support.

WHAT TYPE OF ISSUES HAVE YOU USED AN INTERNAL HELP DESK FOR IN THE LAST YEAR?



Learn more about how to make your employee experience useful, engaging, and intelligent at peoplereign.io or info@peoplereign.io



Survey respondents: 1,000 adults at organizations greater than 5,000 employees who have used their internal help desk systems in the last year. Retail: 13% | Manufacturing: 26% | Consulting/Professional Services: 10% | Healthcare/Pharmaceuticals: 5% | Hospitality: 4% | Technology: 35% | Other: 7%