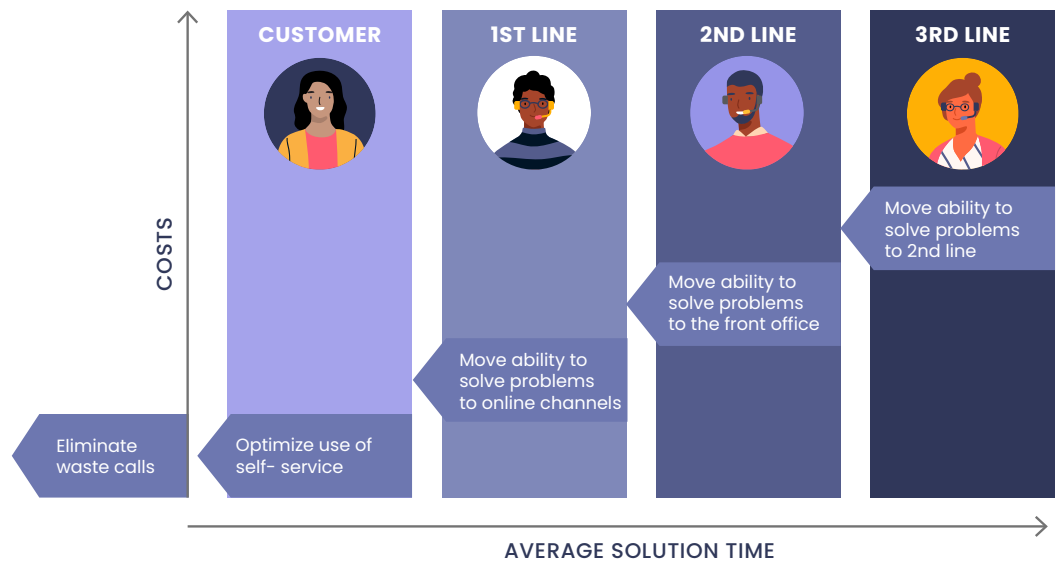


BEST PRACTICES

3 knowledge management best practices for shifting left your employee experience

Shift-left for the IT service desk is the movement of IT support closer to the operational frontline and the end user/customer. The heart of a successful shift left service desk strategy is improving employee experience. At the center powering this shift left strategy is a system of intelligence leveraging your knowledge base.



As the single point of contact for customers, the service desk is the face of IT for the employee experience. With services becoming more complex, agents must keep up with the range of technologies and procedures needed to support customers effectively. This makes things like a knowledge base more critical than ever. Not only does this improve service quality, but it lowers the overall cost of support by boosting everyone's productivity. The problem is that knowledge bases become stale quickly, leading to employee frustration. A system of intelligence ensures that when a question is asked, the answer is correct the first time.



SAID NO COMPANY EVER:
"Let's focus on our employee experience and reduce employee productivity in the process."

TIP 1

Ruthlessly relevant content

For knowledge articles to be helpful, they must be current.

A knowledge management effort is not something you undertake in a vacuum. You should involve employees from every team in creating content – it makes sense, as they are subject matter experts, and they are the closest to your documentation. Sadly, the minute you publish the article, it's stale.

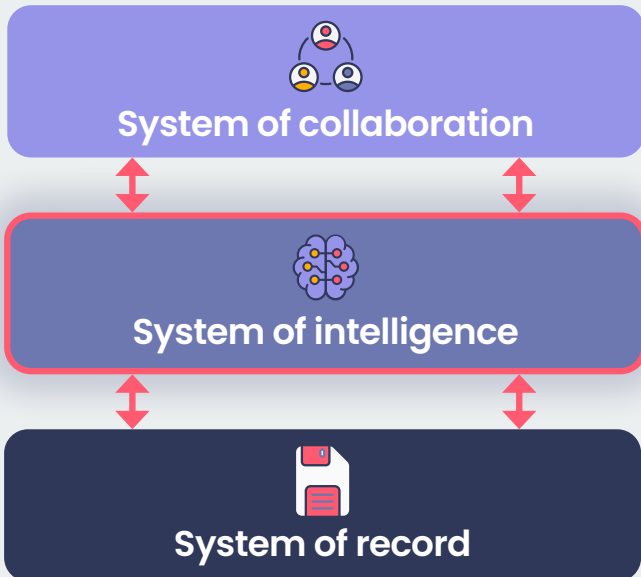
Enter the system of intelligence:

- Fill knowledge gaps and make content suggestions
- Improve the quality of your content
- Automate the entire lifecycle of a service request



“Knowledge becomes a power for good. A system of intelligence helps to capture, catalog, update, monitor and share that power, becoming IT’s most significant offering in the journey towards shifting left.”

IT PROVERB



SYSTEMS OF INTELLIGENCE ARE THE FUTURE OF WORK

They sit between and are deeply integrated with legacy systems of record and modern systems of collaboration. At the moment of truth, when an employee encounters a problem, they engage with an intelligent peer in the system of collaboration using their preferred method of interaction: chat, text, voice, email, whatever they prefer. The system of intelligence does the hard work by engaging with the system of record and assisting the user with the power of AI from within a collaborative work platform.



TIP 2

Watch your language

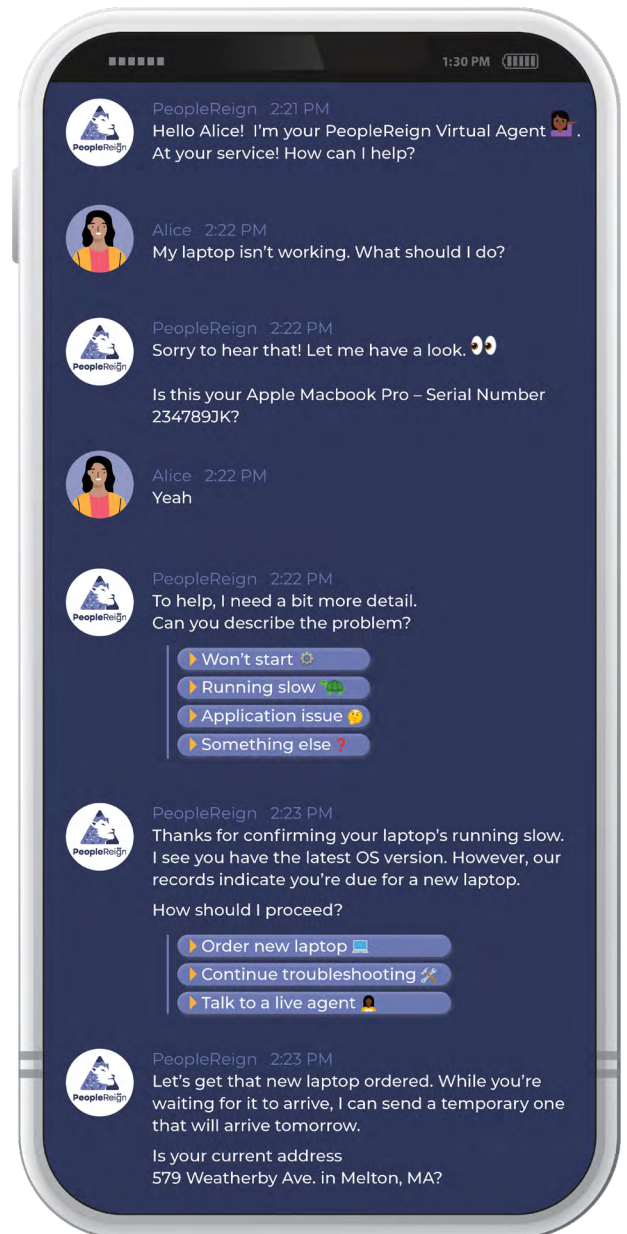
Providing the right IT solution requires understanding employees' symptoms.

Understand your audience and write for them. Avoid complicated jargon or slang in your knowledge-base articles. Don't assume that something is obvious. The whole point of a knowledge base is to shift left and enable people to get the answers themselves.

Only a system of intelligence ensures you are asking the right questions in the right way. The language of your organization has an immense impact, and a system of Intelligence provides continuous improvement to make sure that it's easier for people to solve their problems every day.

“Our employees are more productive and IT reports mean time to resolve issues is down 45%, and our call volume is down 65%”

PEOPLEREIGN CUSTOMER



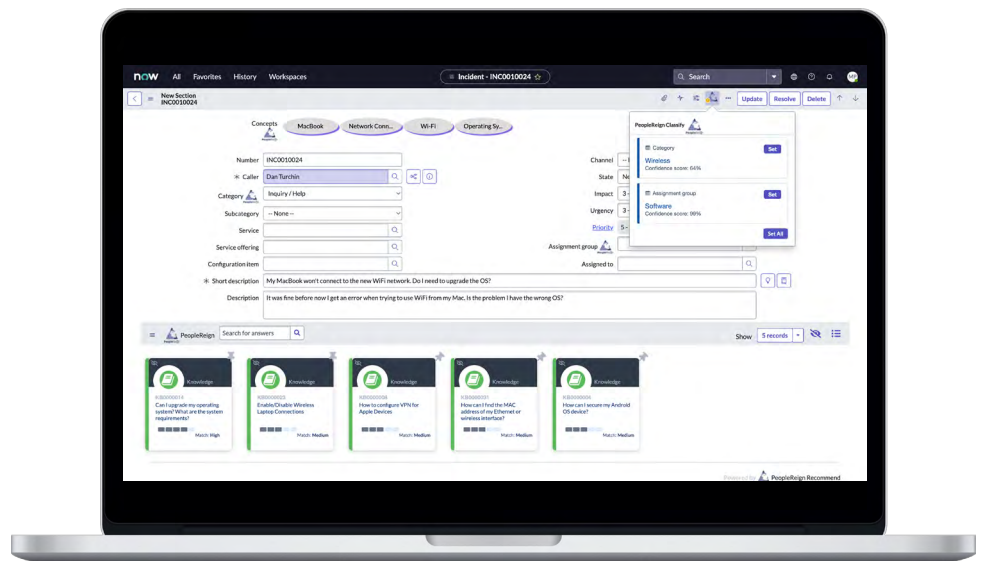
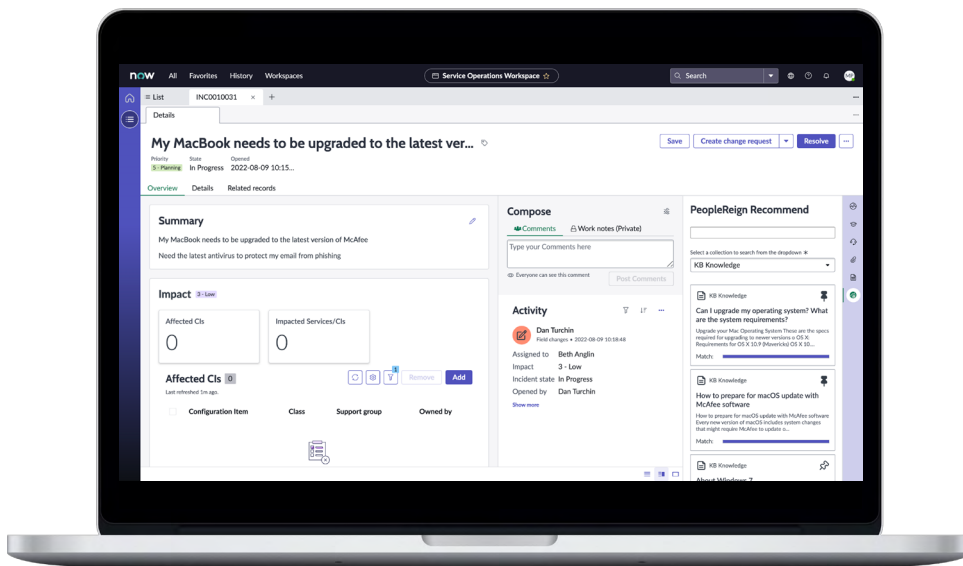
TIP 3

Track metrics to measure success

Improving your knowledge base means identifying gaps in real time.

Service desks invest a huge amount of time and resources in adding new articles, but without knowing how employees are using these articles, they can't prioritize their efforts.

Only a system of intelligence provides a holistic view of how your workforce interacts with your KB — every question they ask, every article they receive, and their level of satisfaction with these answers — allows more precise prioritization of knowledge. Let your system of intelligence keep an eye on article ratings to see whether the content has solved your employee's problems or answered their question.



Conclusion

It's the impact that matters!

If we assume that a simple level 1 ticket takes 30 minutes to fix, the impact to the employee is enormous. That impact may include lost revenue for a tech company, delayed patient appointments, or forcing someone to work overtime.

What's worse is that users often get fed up with this process. Sometimes they may end the workday without finishing a task after the frustration of watching a Level 1, 2, or 3 helpdesk agent remote onto their machine for the third time. Or worse still, they stop reporting issues to IT and the business loses visibility into the experience employees are really receiving.



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"Meet the world's smartest virtual agent
for IT and HR employee service".**