Examples of How the Enterprise Service Desk Can Be Used Across the Organization

This is an extra resource to go along with the original article:
What is an Enterprise Help Desk

Here are some examples of how an enterprise help desk can centralize and streamline operations for an organization:

1. Configuring the software to assist with onboarding new employees. For example, this could look similar to regular ticketing with due dates and tasks attached.

2. Help employees to complete other HR-related functions, such as selecting benefits or signing contracts.

3. Customer relationship management. Tools can track customer purchases and interactions.

4. Gather customer feedback. The service desk can automate requests for feedback and can store feedback that is gathered.

5. Management of self-service options. This can include internal and external user needs, for example by keeping current and updated knowledge base articles.

6. Provide information on tools or facilities for maintenance workers.

7. Ticketing for facilities management.

8. Asset management, such as tracking of company laptops and other resources.

9. Customer service requests.