



Forrester: State of the Service Desk



The success of your service desk can make or break customer satisfaction, as happy employees often lead to happy customers. But Forrester data shows employees are struggling to find the answers they need, and often forego the service desk altogether. Without the proper technology and supportive IT staff, customer satisfaction will likely decline in organizations with poor EX.

Now's the time to build a better service desk.

Download the Forrester report, "The State of the Service Desk," to learn:

- Why a majority of employees avoid the service desk and live with issues that hinder productivity.
- Strategies to empower employees, beginning with reexamining the role of the help desk.
- The importance of the technology experience and how to support remote agents.
- How to get senior leadership buy-in for EX.
- The type of support employees prefer for various service desk functions.