



How Help Desk Happens – A Day in the Life on the Keno Kozie Support Desk

At Keno Kozie, our help desk concentrates on assisting law firms stay productive 24/7/365. How do we do this? Take a look at what one day can look like for an Operational Manager and a Support Analyst to catch a glimpse of some of the tasks and duties that make up the ingredients to consistent, high quality client support

Q: What is a typical morning like for you at Keno Kozie?

Operational Manager: I arrive around 7 AM during the week, but my job is a 24/7/365 effort; I'm on call around the clock and always available by email and phone. The first thing I do in the morning is review e-mails that came in overnight. I manage 4 team leaders, 24 employees, and 22 client relationships that support thousands of end-users. I check in with each of my team members, and try to make sure that each of my employees is doing well and prepared to handle the expected workload.

Support Analyst: My "morning" starts at 11 am as I'm a swing shift analyst, but my process is the same as my early morning peers. I get into the office 15 minutes early to open all of my client's environments. Upon settling in, I always check-in with my peers and team lead to see how the morning has been and make sure I'm aware of any crucial information I need to know before I start taking calls for my customers. Then I sign into the queue and begin to take calls and respond to e-mails for my clients.

Q: How do things change throughout the day?

Operational Manager: After I have caught up on everything, my focus shifts to my clients. Throughout the day, I watch my teams carefully and make sure that any outstanding customer requests and management items are taken care of. I make myself available throughout the day through a variety of mechanisms which include email, instant messaging, a direct dial telephone, cellphone, and built in alerting features to ensure that my employees are setup for success and my clients are satisfied.

System outages, new software rollouts, and office-closures - you name it; events regularly cause our volume to fluctuate tremendously. My queues require constant observation, management, and adjustment of resources to stay healthy, meet service level agreements, and make sure that all customer requests are being handled swiftly and effectively. My job is to make sure my team is able to handle the volume of calls and e-mails received on a daily basis and to maintain the communication with our clients necessary to ensure continuity of service and customer success.

Support Analyst: I spend the majority of my day answering calls and e-mails. I collaborate regularly with other analysts if I am unsure of how to best solve an issue or execute a documented process. After my lunch break, I am often tasked with writing or updating articles for our customer knowledgebases. Everyone at Keno Kozie relies on this system to make sure we have best and most current solutions to resolve common issues in an efficient and reproducible way.

Q: How do you wrap up your day at work?

Operational Manager: Before leaving the office, I always connect with my leads and shift supervisors to ensure they are aware of the status at each of my clients and are in control of the team and the support queues. After I make my rounds, I check to make sure there are no outstanding client requests in my inbox or voicemails before I say goodbye to my team and change my status so that they reach out to me according to after-hours protocols for any urgent needs that come up while I am out of the office. Throughout the night, I regularly watch for calls or emails from my team members. My role is a 24 hour effort, and while the team is trained to handle many things on their own, I need to make sure that they can always reach me or another member of our management team to deal with any unusual circumstances, client emergencies or unexpected outages.

Support Analyst: After my afternoon shift break, things often become a bit slower as clients leave for the day, and don't begin working again until later in the evening. At this point, I focus on maintenance and wrap up tasks between calls to make sure that all my work is effectively tied up or handed-off before I leave for the day. Open tickets must be resolved, escalated or handed-off to a team member. Training assignments and knowledgebase articles must be posted, updated or completed appropriately. My day wraps up at 7:30 pm as I transfer responsibility and open issues to my teammates.