



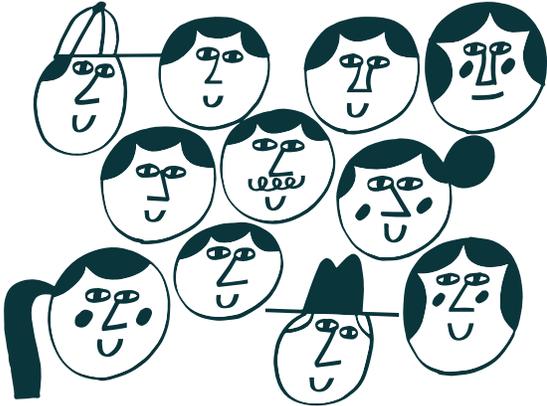
How Zendesk helps
IT teams with the
employee experience

Employee expectations are evolving in tandem with those of the customer. Your employees, after all, are consumers too, and they expect the same kind of service in their place of work as they do from the businesses they patronize: personalized, efficient and convenient.

According to a recent study by [McKinsey](#), there are three major areas of dissatisfaction that employees experience with internal services: the availability and clarity of information; the overall time needed to complete tasks required by support functions; and the effort required to go through processes involving support functions. Out of any internal department, IT teams receive by far the most employee requests. And with rising employee expectations, IT is under more pressure than ever to deliver faster and more personal service than ever before. A survey found that although [64%](#) of IT organizations have target resolution times, [76%](#) frequently miss those targets.

With Zendesk, IT teams can benefit from an easy to use, extensible platform that allows the team to scale support across their business. Zendesk provides IT teams with the tools they need to respond to employees efficiently, while also allowing their teams to understand how they can improve performance with smart self-service, automations, and integrations, all centralized in one integrated hub.

Engage Employees: Use a knowledge base to offer self-service



Employees want to be able to go find answers about company policies or benefits on their own—they get frustrated if they have to waste time searching high and low. While the volume of employee requests can be high, the type of questions that people have is often fairly standard. For IT, that may include device policies, software access, and equipment repair.

This is where [Zendesk Guide](#) provides IT teams with powerful solutions: It's a knowledge base that allows the centralization of institutional knowledge. Employees can self-serve, giving them the ability to search for and find the answers to common questions in one intuitive help center. IT teams in turn benefit from scaling support with self-service, saving team resources for more complex employee issues.

Here's how Guide works: You can quickly build—and customize—a help center, online community, and customer

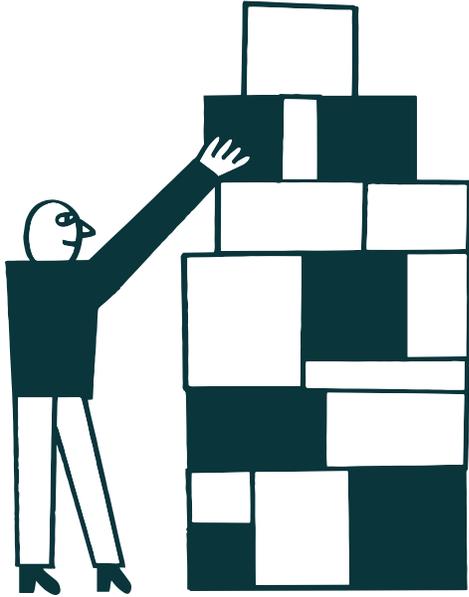
service portal. IT teams can create pages and articles related to employee resources and common questions, such as application access, computer and device info, and security processes, giving employees one place to go to access information.

These tools allow customers (in this case, your employees) get better self-service and agents (members of your IT team) see improved efficiency and faster resolution.

The image displays two overlapping screenshots from the Zendesk Guide interface. The left screenshot shows an article titled "Okta - New Hire Login and Password Setup" by Michael Diata, updated 1 year ago. The article's purpose is to guide new hires on logging into Okta and resetting passwords. It includes a "Step by Step Summary" with the first step: "1. Navigate to zendesk.okta.com. Log in using your Okta username and password stated on your Z... Welcome letter." Below the text are two screenshots of the Okta login process. The first shows the "zendesk" sign-in page with fields for "Email" and "Password", a "Remember me" checkbox, and a "Sign in" button. The second screenshot shows a "Set up multi-factor authentication" message, with a red arrow pointing to the "Setup" button. The right screenshot shows an "Employee Resources" page with a search bar and various links categorized under "Getting Started", "New to Mac", "Company Resources", and "Who Are We".

With Zendesk Guide, employees love the ability to find information they need quickly, and IT teams benefit from scaling support with self-service, saving team resources for more complex issues.

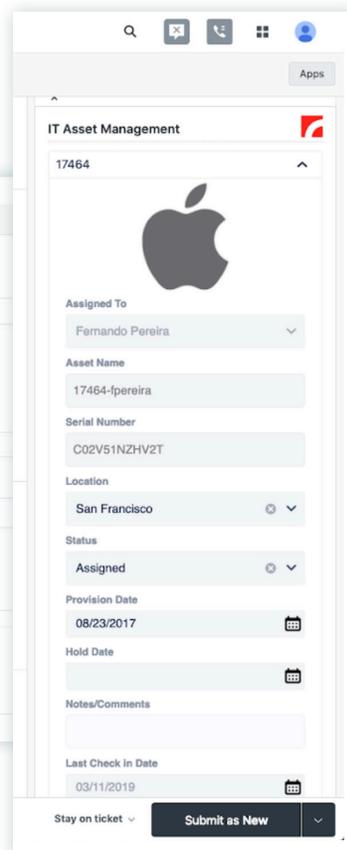
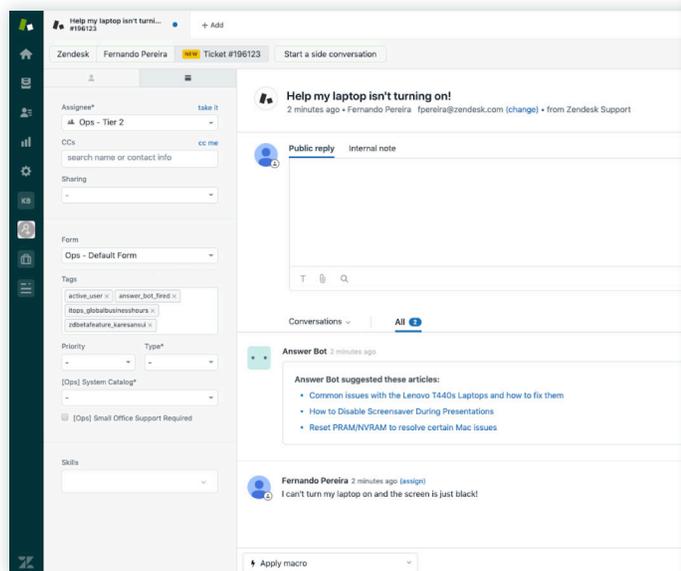
Team productivity: Improve agent experience with integrated applications



On any given day, IT departments work with numerous applications and systems. While many of these systems are meant to improve productivity, this gets complicated, somewhat ironically, given that critical information lives across channels. Zendesk helps improve efficiency by giving teams the ability to integrate applications, systems, and employee interactions within Zendesk Support. As a result, teams can more easily access the systems they use for faster, more contextually relevant and enjoyable employee experiences.

Zendesk has more than [750 app integrations](#), including apps for Asset Management (Oomnitza, Panorama9), Change Management (Myndbend, Sweethawk), Collaboration (JIRA, Slack), and Remote Assist (Rescue LogMeIn, TeamViewer). Other popular applications for IT departments include Device42, Trello, Dropbox, Workato, Azuqua, Okta, OneLogin, Five9, and Box.

With these integrations, IT teams have the ability to connect multiple systems they use on a daily basis into Zendesk Support. And Zendesk Support becomes the central hub for IT teams to access information and interact with relevant systems.



With Zendesk and Oomnitza, IT teams can centralize asset management, right in the Zendesk Support interface. This means that IT teams can enable automated ticket creation to track assets assigned to employees without any additional steps.

Scale fast: Use AI and automations to support a growing team

The Zendesk Customer Experience Trends Report 2019 uncovered some fascinating insights about AI in CX. Consumers largely think of AI as an emerging technology: Across countries, nearly two-thirds of customers either don't think they've interacted with a customer support bot in the past six months or don't know.

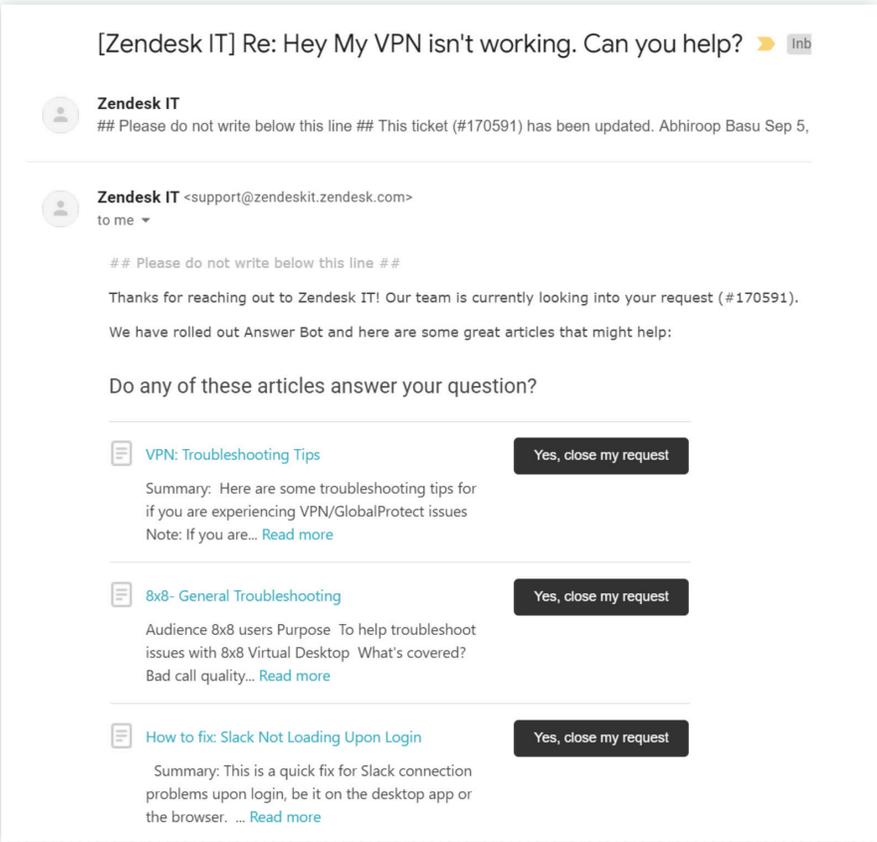
On Zendesk specifically, more than one million tickets have already been solved using AI tools, saving 225,000 agent hours and giving 2,800 years back to the customer.

IT teams can leverage AI, powered by Answer Bot, to help teams deflect tickets and scale support across the organization, while giving employees the fast responses they expect. Answer Bot is a boon for IT teams: It works right alongside your team by using machine learning to help answer incoming questions. With content from your Zendesk Guide knowledge base, Answer Bot suggests articles that could help employees resolve their issues. For example, if an employee submits a question about proper use of

company equipment, Answer Bot can be enabled to highlight relevant help center articles on company policy to allow employees to quickly self-serve.

IT teams can also benefit from automations tools in Zendesk Support, such as macros and triggers, to streamline support for repetitive questions. An example could be setting up automated email reminders around password security, or setting up a trigger to let employees know that their issue is being escalated.

With company growth comes increasing employee support needs. Internal teams like IT need to find a way to provide efficient support as they continue to scale to meet employee expectations. Our CX Trends Report found that support teams using Zendesk's AI features see a clear overall efficiency boost—they resolve tickets 21% faster and see a Self-Service Ratio that is two times higher, while handling about six times the volume of requests compared to their peers.



Answer Bot works right alongside your support team by using machine learning to help answer your customers' questions. With content from your Zendesk Guide knowledge base, Answer Bot suggests articles to your employees to resolve their issues. So if an employee reaches out about VPN support, Answer Bot can be enabled to surface the relevant help center articles you have in place about VPN troubleshooting, allowing employees to resolve issues on their own.

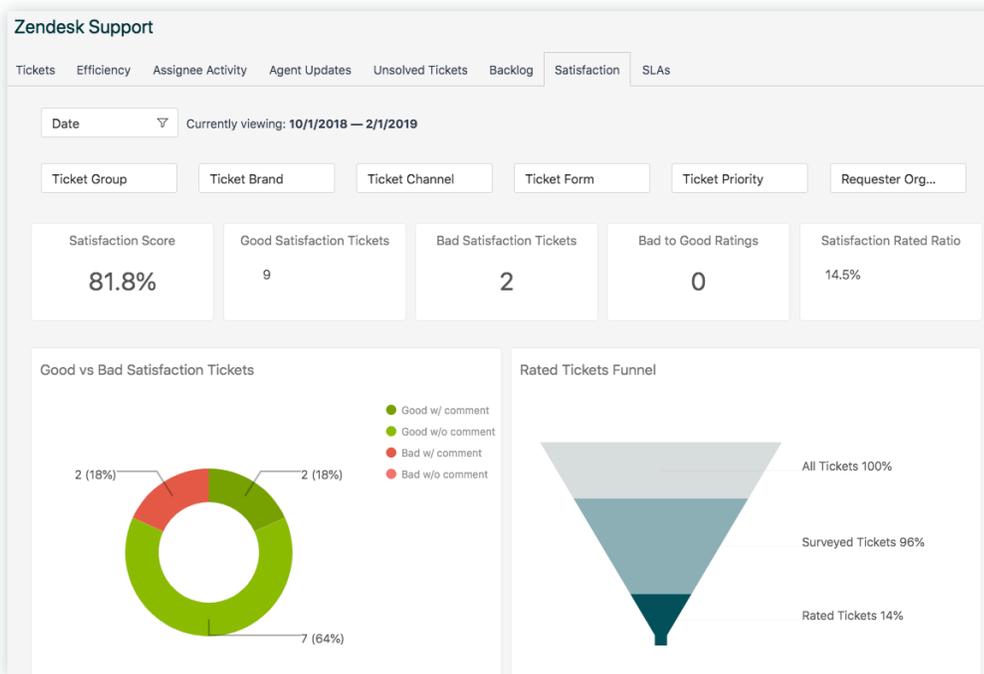
Optimize Performance: Use customizable reporting to analyze data



Nobody likes working in the dark, or showing up to a meeting without clear answers. IT teams need visibility into how their team is performing against goals such as employee satisfaction and overall efficiency—that’s crucial for pinpointing opportunities to make improvements, whether that be related to improving response times, decreasing backlog, or improving employee CSAT scores. Constantly tracking key metrics as they relate to support goals is not a nice to have; it’s a need to have.

[Zendesk Explore](#) provides a way for IT teams to identify actionable insights to analyze trends, response times and satisfaction scores. This information empowers them to identify underlying problems and opportunities to improve team performance. Explore gives IT teams the power to measure and continuously improve service delivery performance with built-in reporting tools and best practice dashboards. Teams can also build their own custom reports to track incidents, events, problems, service requests, downtime and more, which allows them to uncover process inefficiencies and bottlenecks.

Explore also gives IT teams the ability to monitor employee engagement and gather feedback with easy-to-use tools, like CSAT surveys. And it complements other Zendesk tools: Teams can see if Answer Bot is helping to more efficiently resolve employee questions, and drill into specific areas to understand what they can improve to increase effectiveness scale support through AI.



With Zendesk Explore, IT teams can monitor key initiatives, such as employee satisfaction, with built-in reporting. Keep track of how your CSAT score is trending over time, and drill into problem areas by reviewing tickets and comments to identify where to make improvements.

CUSTOMER SPOTLIGHT:



600,000

subscribers in more than
180 countries

1,300

employees

4,600

IT tickets per month

“The look and feel, and just the ease of use of Zendesk, has been an absolute winner for us,” Lynn said. “We never have issues with Zendesk. It’s a tool that’s doing its job and allowing us to do our work. It works well in the background. At other companies where I’ve worked with a service desk tool, the tool becomes a pain point—the system stands in the way of getting your work done. Zendesk allows our team to process a high workload.”

Xero, the up-and-coming challenger in the online accounting software market, has been growing rapidly since its founding in 2006. The company has committed to continually extending its capabilities, and the pace that it has added features has attracted more than 600,000 subscribers in more than 180 countries. As demand boomed, the number of Xero employees also grew from 130 to 1300 over four years.

With this growth, Xero began to search for a new SaaS tool that would allow them to consolidate all service requests (both from external customers and internal employees) into a single tool and “seamlessly transfer calls between the teams.”

One of the immediate benefits Xero saw from using Zendesk Support was their ability to integrate Zendesk with other systems they use. For years, Xeros were required to log tickets in multiple systems, but now service requests across the entire company are increasingly brought together in a single view.

The team found value in how quickly they were able to implement Zendesk (in only 6 weeks), and now 14 internal teams are using Zendesk for employee support. The IT team, which can see up to 4,600 tickets per month, has also come to depend on Oomnitza, which allows them to automatically manage IT assets from within Zendesk Support. With the Oomnitza + Zendesk integration, when an employee logs a support call to Internal IT, the team can immediately retrieve an overview of the employee’s computer without having to ask any additional questions.

IT teams across the world use Zendesk to improve the employee experience



Contact us to learn more about how IT teams are using Zendesk to provide better employee experiences.

zendesk.com/contact

