

## **National Service Desk (NSD)**

### **Background**

Formerly, CMC Mumbai had a call dispatch located in CMC house to handle all customer calls. Call Dispatch had a list of engineers handling the customer locations. All the calls were noted down manually in a call register. Calls were then assigned over phone, to the concerned engineer who was handling the site. It was the engineer's responsibility to respond to the call, complete it and then inform call dispatch. The call status was updated manually at call dispatch after engineer's update over phone.

### **Challenges**

Due to the lack of communication and unavailability of the engineer, many calls used to be kept pending for long periods of time. Further, call status was not updated properly on time. Since the system depended a lot on manual intervention, there were delays and customer dissatisfaction. There was no proper escalation and there were no proper processes. Report generation was also not possible as per customer requirement.

### **Project Goals**

Implementation of Centralized National Service desk

### **Time Line**

Implementing National Service desk within 3 months.

### **Solution Offered: National Service Desk based on CA Unicenter Service Desk**

Improve service desk efficiency and improve customer satisfaction with Service Desk.

ITIL compatible and built on a proven, scalable architecture, Unicenter Service Desk aligns IT processes with your business goals while providing superior service for employees, customers and partners. It offers services such as service request, incident, problem and change management capabilities that maximize analyst productivity and enhance responsiveness.

### **Technology**

Windows 2003 Server, Microsoft SQL 2000 server license and CA Unicenter Service plus Service Desk version 6 software, Dell Power Edge Server with RAID 5

### **Salient Features /Benefits**

Centralised National Service Desk has a centralised server in CMC House, Mumbai, which has CA Service desk application and SQL database server running on it. It provides a one – point contact for all customer calls. It has a common web interface which is available to all –customers/end users, Service Desk analysts, engineers, managers, etc., at any location.

CA SPSD is ITIL compliant hence it provides services like incident management, problem management, change management, etc. This system generates a ticket number for every new call which makes call tracking easier for everyone. Calls are also automatically assigned, escalated as per assigned SLAs. All the call status can be updated by engineer /analyst from anywhere through web interface. All the comments and status updates are stored in the call history. All CMC locations' data became available in one place providing easy accessibility and centralised and customized reports generation; trend analysis, etc., especially for all-India projects.

CA Service Desk provides all the data regarding day to day calls as well as history of all calls. Service Desk also provides information about engineer efficiency and customer turn-around time which helps us in managing SLAs which are very critical for any contract.

With help of Service Desk data, we can provide all information pertaining to any call and prepare customised reports as per customer requirements. This has helped us in providing updated status; follow-ups with concerned persons and closing the calls on time. The call is tracked from open till its closure and customer feedback is also noted. This further helps in reducing repeat calls for unresolved calls. This results in achieving better customer satisfaction, better manpower utilization and reducing downtime.

The same model has been implemented for ITC Helpdesk which is in use at Kolkata, for which server is located in CMC House, Mumbai.