

HOW SMART IS YOUR HELP DESK?

If technology is something that's making the workforce more productive, then the help desk needs to function at a very high level. New CompTIA research shows how help desk technicians are leveraging technology to work smarter, not harder.

ARTIFICIAL INTELLIGENCE

Not only are chatbots and intelligent search recommendations guiding users to the right solution, but AI is also helping IT support teams with predictive analytics for incident management, demand planning and workflow improvement.

- Classifying Requests **72%**
- Chatbots **56%**
- Finding Patterns **55%**
- Curating Knowledge Base **50%**



AUTOMATION

The fewer manual tasks, the better. Automating the most common, repetitive tasks allows the help desk to more quickly deliver solutions at a lower cost – which often results in a better customer experience.

- Status Updates **66%**
- Single Sign-On (SSO) **62%**
- Ticket Follow-Up **59%**
- Password Reset **57%**



DATA ANALYSIS

Data is only valuable if you know how to use it. Help desks are analyzing the onslaught of new data to connect the IT department with the end user in a way that leverages insight, improves decision making, and helps the organization identify and solve problems faster.

- Analyzing Technician Performance **72%**
- Tracking Satisfaction **71%**
- Finding Patterns **60%**
- Forecasting Demand **54%**

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