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HOW TO GET END USERS TO

Adopt Your Self-Service Portal

March 27, 2018

Meet Our Host

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VP Products, SysAid

What's on the Agenda

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- Recap: Benefits of the Self-Service Portal
- Challenges for IT
- Steps to take before going live
- Customer examples
- 5 tips to get end users to adopt Self-Service Portal
- Q & A

Recap: Benefits of Using SysAid's Self-Service Portal

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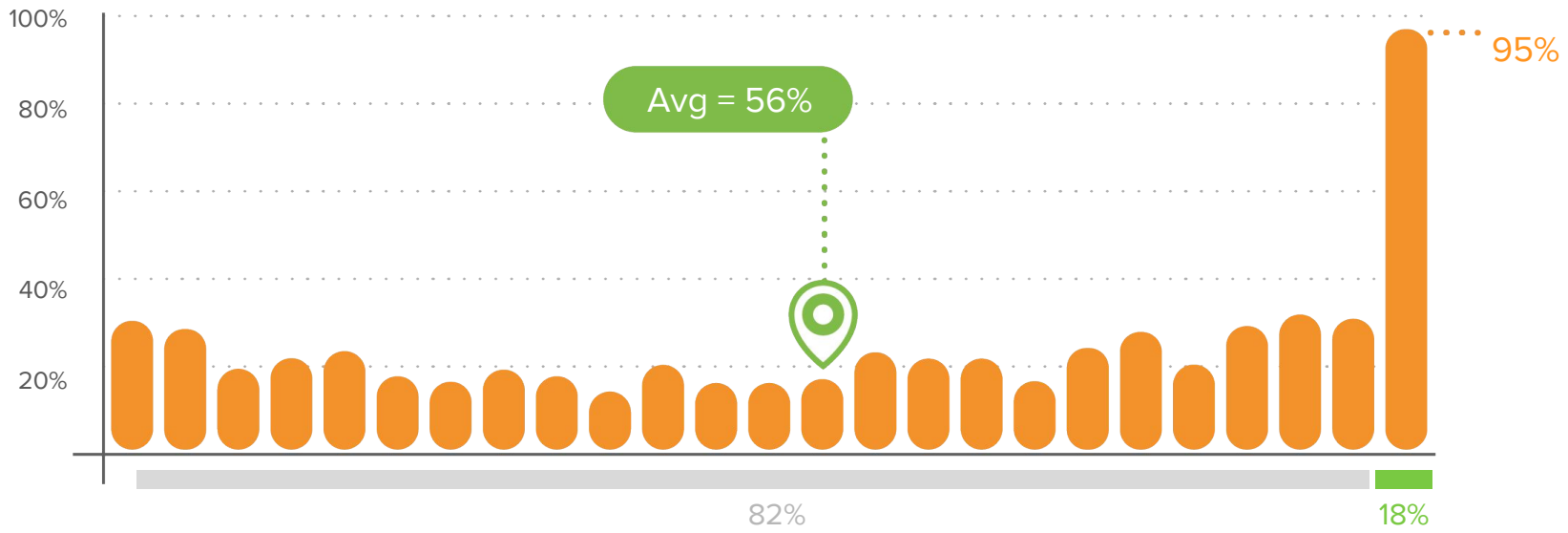
- Record more structured data
- Receive more complete incidents / requests using predefined forms
- Access Knowledge Base articles
- Access 24/7 self-service and support
- Inform end users about known issues
- Broadcast announcements and company news

Some Stats from SysAid Customers



Customers using SSP improve their MTTR

by up to 50%

The Challenge for IT Admins

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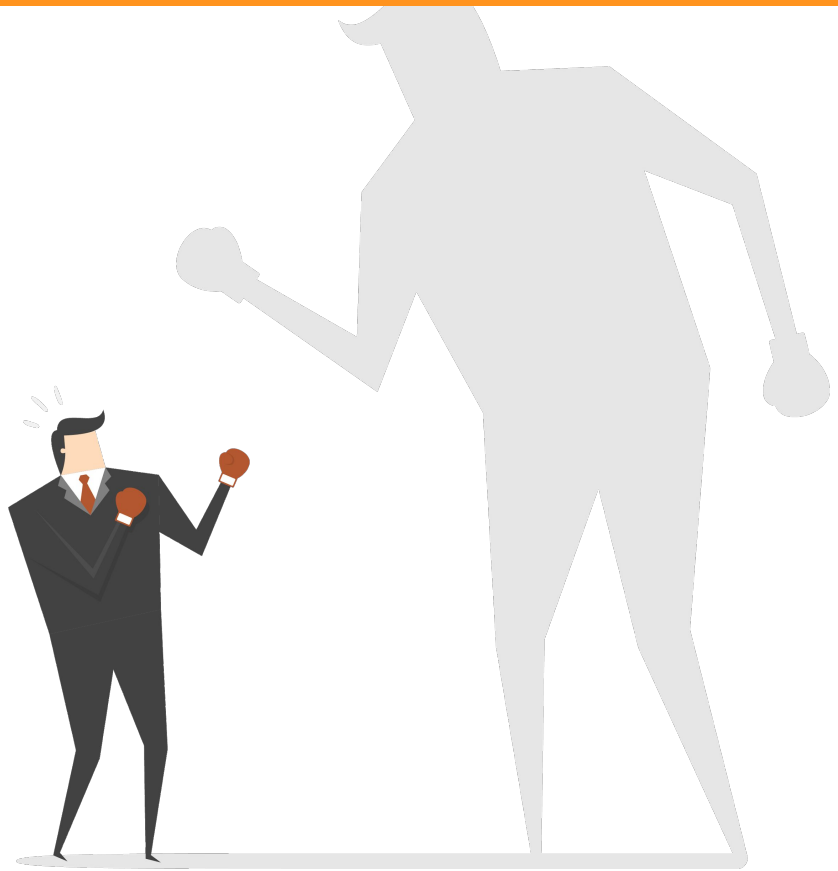
- Old ways vs. new (Email or phone)
- Adoption anxiety
- Afraid of change



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So...what do you tell them?

And how do you get your end users on board and using your Self-Service Portal?

Steps to Take Before Going Live

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- Brand it – and make it feel like home
- Include helpful FAQs and keep it updated
- Market it internally and invest in your internal communication
- Get management on board
- Add shortcuts on end-user desktop / mobile devices
- Get other internal service departments onboard : Facilities, HR , Finance

Actual Customer Examples

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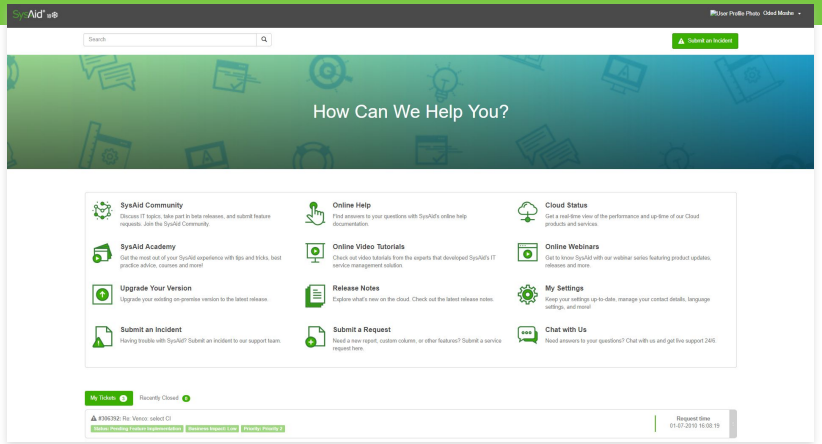

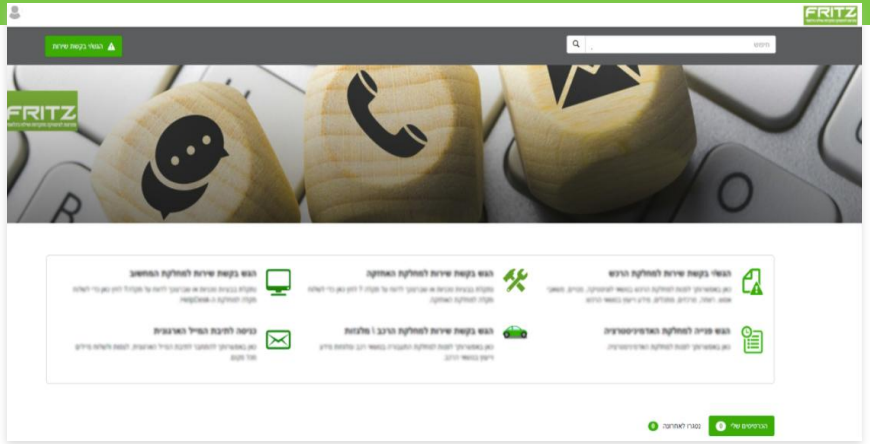

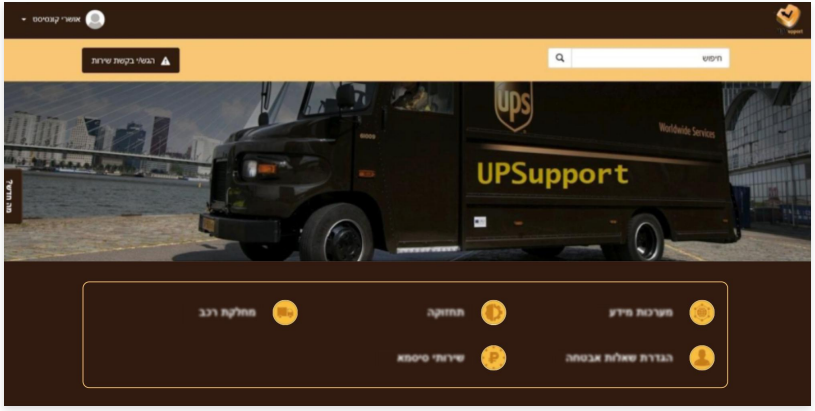

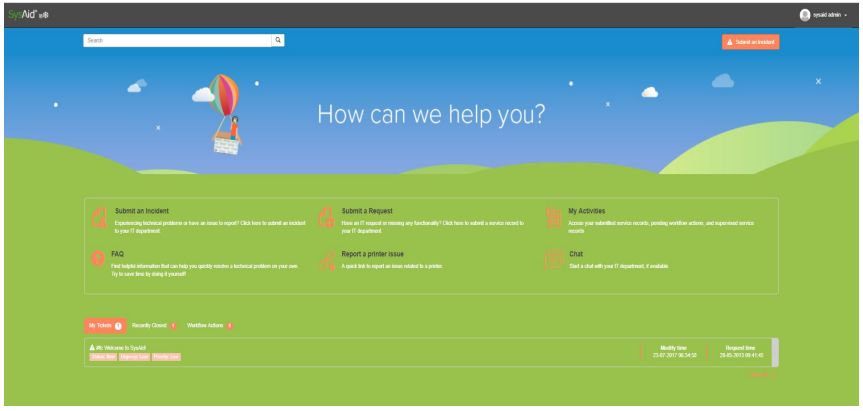

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5 Tips

to Get End Users On Board

1. Prioritize
2. Reward
3. Announce
4. Encourage
5. Educate

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Tip #1

Prioritize

Provide quicker service for tickets sent through the Self-Service Portal

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Tip #2

Reward

Raffle off a small reward (like a gift certificate) once a month for those who submit tickets via the Self-Service Portal

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Tip #3

Announce

Showcase the winners

(If appropriate for your organization – display the winners' pictures)

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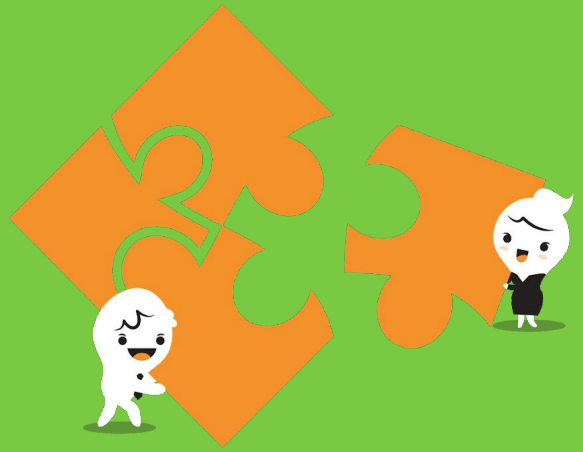
Tip #4

Encourage

- Positive reinforcement
- Automatic notifications
- Call waiting



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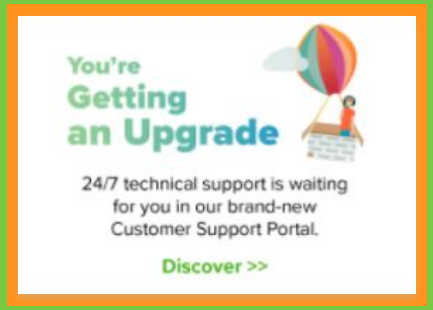
Tip #5

Educate

- Create videos and tutorials that show how easy it is to submit a ticket
- Update your email signature
- Emphasize what's in it for the end users



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Emphasize 'What's In It' for End Users

- 24/7 self-service and support
- More priority support
- Multi-device support (mobile and tablet friendly)
- Check your ticket status, add notes, or close your ticket through SSP
- News, updates, and links to commonly requested resources
- Add screenshots or videos to tickets in one-click (with the Hotkey)
- All services under one roof

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Questions?

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