



SysAid®

HOW TO GET END USERS TO

Adopt Your Self-Service Portal

March 27, 2018

Meet Our Host

SysAid®



Oded Moshe

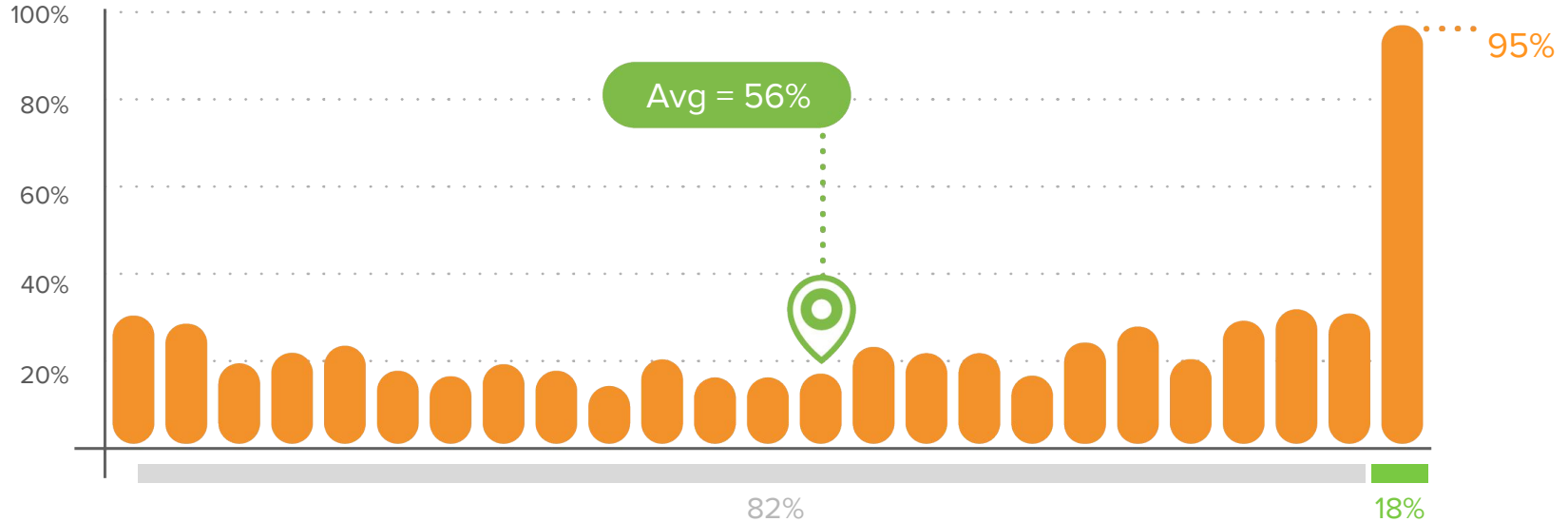
VP Products, SysAid

What's on the Agenda

- 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

- 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

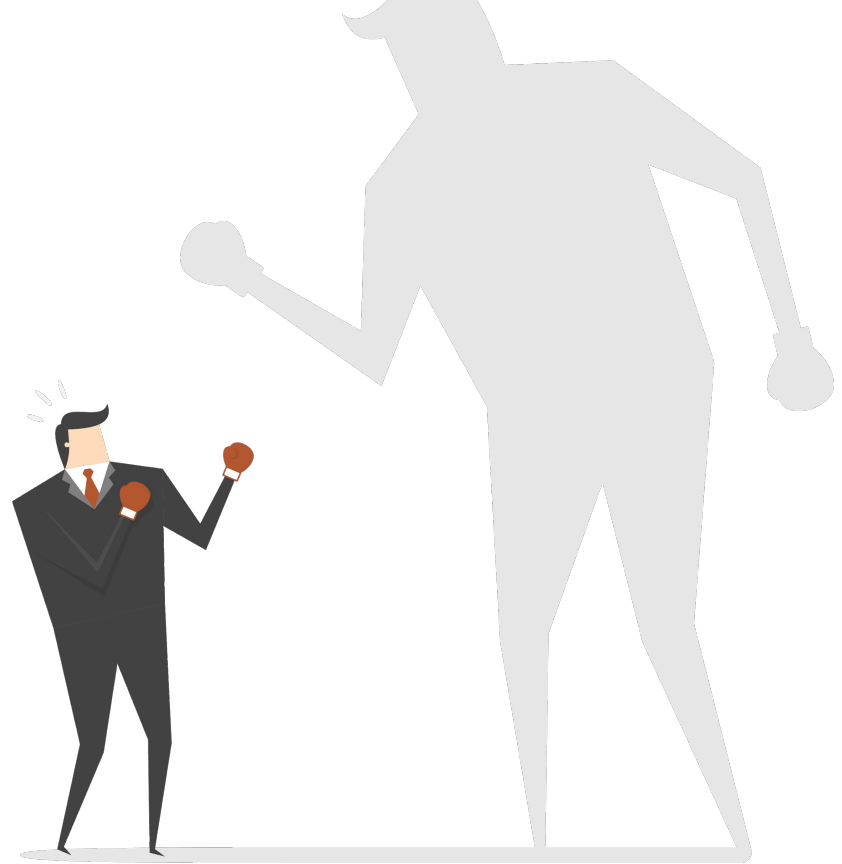


Customers using SSP improve their MTTR

by up to 50%

The Challenge for IT Admins

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



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

- 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

How Can We Help You?

- SysAid Community**
Discuss IT topics, take part in beta releases, and submit feature requests. Join the SysAid Community.
- SysAid Academy**
Get the most out of your SysAid experience with tips and tricks, best practice advice, courses and e-books.
- Upgrade Your Version**
Upgrade your existing on-premise version to the latest release.
- Submit an Incident**
Having trouble with SysAid? Submit an incident to our support team.
- Online Help**
Find answers to your questions with SysAid's online help documentation.
- Online Video Tutorials**
Check out video materials from the experts that developed SysAid's IT service management modules.
- Release Notes**
Explore what's new in the cloud. Check out the latest release notes.
- Submit a Request**
Need a new report, custom column, or other feature? Submit a service request here.
- Cloud Status**
Get a real-time view of the performance and up-time of our Cloud products and services.
- Online Webinars**
Check to know SysAid with our webinar series featuring product updates, releases and more.
- My Settings**
Keep your settings up-to-date, manage your contact details, language, settings, and more!
- Chat with Us**
Need answers to your questions? Chat with us and get live support 24/5.

My Tools | Recently Closed | Request time: 10:22:07/10/16 11:00:11

FRITZ

FRITZ

- הצג את כל המידע על המערכת
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הצג את כל המידע על המערכת

UPS Support

הצג את כל המידע על המערכת | הצג את כל המידע על המערכת

How can we help you?

- Submit an Incident**
Experiencing technical problems or have an issue to report? Click here to submit an incident to our IT Department.
- Submit a Request**
Have an IT request or missing any functionality? Click here to submit a service request to your IT Department.
- My Activities**
Access your submitted service records, pending workflow actions, and upcoming service events.
- FAQ**
The most common questions that can help you quickly resolve a technical problem on your own. Try to solve them by doing it yourself!
- Report a printer issue**
If you're having a printer issue, submit a printer issue.
- Chat**
Chat is not available for your IT Department, if available.

My Tools | Recently Closed | Workflow Actions | Request time: 21:07:39/10/16 14:12 | Request time: 21:07:39/10/16 14:12

5 Tips



to Get End Users
On Board



Prioritize



Reward



Announce



Encourage



Educate

Tip #1

Prioritize

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



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



Tip #3

Announce

Showcase the winners



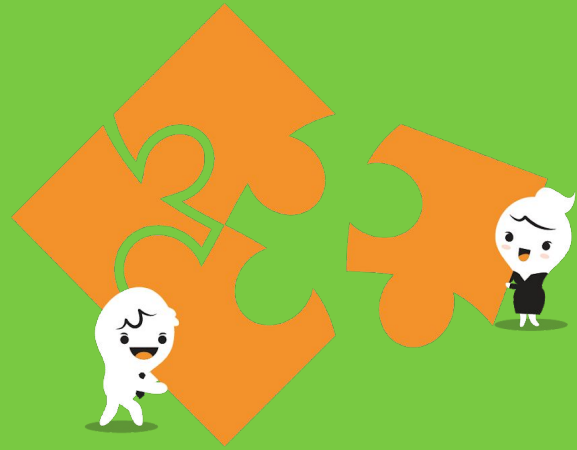
(If appropriate for your organization – display the winners' pictures)

Tip #4

Encourage

- Positive reinforcement
- Automatic notifications
- Call waiting

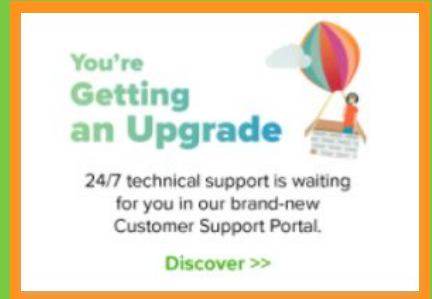




Tip #5

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



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

Questions?

SysAid®



Thank You!

www.sysaid.com

Tweet Us
[@sysaid](https://twitter.com/sysaid)

Email Us
care@sysaid.com

Phone Us
1-800-686-7047