pax8 | Academy

Service Foundations

Syllabus

Training Overview

This training is designed to help developing service desk teams learn fundamental service desk operations. By the end of this course, participants will gain an improved understanding of Ticket Intake, Ticket Dispatch and Ticket Execution / Time Entry.

This training is designed for:

- Owners
- Service Leaders

Training Inclusions

- 4-hours of virtual, interactive content taught by an expert instructor with MSP expertise
- Downloadable videos* of the content you can watch on-demand at your convenience
- Downloadable slide decks, handouts, and resources

Learning Objectives

Partners attending this training will learn how to:

- Create more standardized, informative tickets that set up technicians for success
- Identify what work should come first
- Improve / standardize selecting the right technician at the right time
- Capture improved information on what work the technician performed, their time, etc.
- Provide a framework for how a technician works a ticket
- Improve partner satisfaction
- Find missing revenue
- Reduce chaos

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

Training Topics

Session 1: Ticket Intake

- **Triage: Beautiful tickets**
- **Power of 15-minutes**
- **Repeatable / reliable ticket intake**
- **Capture the correct information to work toward resolution**
- **Standardize service tickets**

Session 2: Ticket Dispatch

- **What ticket to address first**
- **Who works the ticket**
- **When to interrupt someone working a ticket**
- **Self-Dispatch**
- **Centralized Dispatch**

Session 3: Time Entry

- **Easy and reliable time entry**
- **The importance of capturing time**
- **Find leaking revenue**
- **Make time entry easy**
- **How to work a ticket**
- **Escalation**

Session 4: KPIs

- **How do we inspect this?**
- **KPIs**
- **Q&A**

Meet the Instructor

John Redmond
Senior Executive Coach

Email: jredmond@pax8.com
LinkedIn: https://www.linkedin.com/in/john-redmond-it/

Academy

Explore your next steps with Pax8 Academy

- **On-Demand Learning**
  - Operational Foundations: 4 Keys to Supercharge Your MSP
- **Instructor-Led Training**
  - MSP Employee Onboarding
  - Creating a Culture of Documentation
- **Peer Groups**
  - Connect, collaborate and grow with a Peer Group
- **Coaching**
  - Transform your business with coaching for Value Creation, Operations, Sales and Security

Register for this training through the Instructor-Led Training Subscription

Already have a subscription? Register for the next training session!

Want to learn more about subscriptions? Discover how to get your team started today!

- **1-5 employees**
- **6-25 employees**
- **26-50 employees**
- **51+ employees**

Scalability

Meeting the Scalability Challenge

Truly effective scalability means having established approaches that are repeatable, supporting your ability to drive both growth and operational excellence.

An MSP Takes On AI First

Customer Zero (Case Study)

AI is the future, but it's tough to sell something you haven't used yourself. Discover how an MSP learned the ropes first to best advise their clients on AI adoption.

Work Smarter, Not Harder

3 Key Operational Efficiencies for MSPs

In the MSP business, being able to grow and increase profits often boils down to one word: efficiency.