

**pax8**Academy

# **DISPATCH 101: MANAGING TICKETS, TEAMS, AND CLIENTS**

Syllabus

Last updated: August 2024

## Course Overview

This instructor-led course is designed for those hiring a dispatcher for the first time or for those who are newly in the dispatcher role. By the end of the course, participants will gain a comprehensive understanding of the dispatcher's role, including essential skills and characteristics, the lifecycle of a ticket and proper triage techniques, conflict management, effective communication with service teams and clients, and methods for measuring and maintaining success in the role. The schedule includes interactive discussion and practical insights from experienced instructors.

The overarching goal of the course is to set your dispatcher up for success in their role.

## What You'll Get

- 4 hours of virtual, interactive, instructor-led content taught by an expert in the managed services industry.
- Downloadable videos\* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional videos.

## Learning Objectives

By attending this course, Partners will:

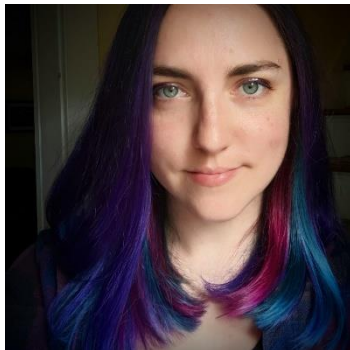
- Define what a dispatcher does and understand the skills and characteristics of a good dispatcher
- Understand the lifecycle of a ticket - how to triage to capture the correct information and guide the ticket to completion.
- Manage conflict in the role and effectively communicate with service teams and clients
- Begin measuring success in the dispatcher role

\*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.

## Schedule of Topics

- Session 1: The role of a dispatcher
  - Why does your business need a dispatcher?
  - What skills and characteristics make a good dispatcher?
- Session 2: Lifecycle of a ticket
  - Managing the flow of service and delivery
  - Prioritizing and categorizing ticket data
  - Creating efficiencies and process
- Session 3: Communication and managing to the engineering team
  - What do you do if people don't follow the process?
  - Working with leadership when things aren't going to plan
  - De-escalation of conflict and frustration – building skills to deal with difficult situations and people
  - Managing to a rogue engineer
- Session 4: Measuring success
  - How to manage by exception
  - Measure what matters – KPI's for dispatchers
  - Preventing burnout – tools to manage your workload

## Instructor



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## Next Steps

Explore your next step with Pax8 Academy:

- On-Demand Content
  - [The Dispatcher's Cheat Sheet: Asking the Right Questions](#)
  - [Holding Difficult Conversations](#)
  - [Optimize Your Operations: The Benefits of Centralized Dispatch](#)
- Instructor Led Course
  - [Account Management](#)
  - [Service Management](#)
  - [Project Management](#)
  - [Operations for Efficiency and Profitability](#)
  - [Utilizing Service Templates](#)
- [Join a Dispatcher Peer Group](#)
- [Sign up for Business Coaching](#)