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ESSENTIAL QUALITIES OF A SUCCESSFUL SERVICE DESK AGENT

When it comes to the IT service desk, quality soft skills are essential in providing high-level customer satisfaction and effective results in issue resolution.



Empathy

Every service desk agent must be able to put themselves in the customer's shoes in order to better understand and relate to issues.



Active Listening

A keen ear is a must in service desk solutions -- focus and intent go a long way in understanding customer issues.



Sense of Urgency

Service desk agents must realize how important the issues they're resolving really are. An effective agent will give their undivided attention to the problem immediately.



Organization

By making it a priority to stay organized, agents can consistently reduce errors and save time with every call.



Creativity and Flexibility

Service desk agents must be sufficiently creative to employ hard-to-grasp solutions, and flexible enough to handle customers of any temperament.