



Eight essential
helpdesk tools
every MSP needs

A photograph of a server room with rows of server racks. The racks are illuminated by blue lights, creating a futuristic and high-tech atmosphere. The perspective is from a low angle, looking down the length of the server aisle.

Great customer service doesn't just happen. It's the result of hard work, constant attention and, in the MSP business, having the right tools. Whether you use open source or paid helpdesk software, the following tools are must-haves for delivering top-of-the-line customer service. Some are especially beneficial for you customers, while others bring a big advantage to IT service teams:



TOOLS FOR CUSTOMERS

Systray request system

Web support requests

Chat

TOOLS FOR IT SERVICE

Ticketing

Remote control

Remote support

Recording

Reporting/dashboard

MUST-HAVE #1: SYSTRAY REQUEST SYSTEM

Customers really like to be heard. For some customers easy access to support is the main reason for choosing to stay with their current service provider. That's why it's essential to have your MSP business' icon in every user's Windows® systray — giving them convenient, one-click access to you. This quick access means everything to a user who is having issues with their computer. Another big benefit of a system tray icon is that they can keep working while they wait for someone on your team to become available.

A systray icon is must-have #1 but it's important that it includes a support queue that sends support requests to all your technicians. This way, requests are responded to as quickly as possible — no more long delays when a particular technician can't be reached.



MUST-HAVE #2: WEB SUPPORT REQUESTS

Let's face it, not every end user knows what a systray is and it's too much of a hassle to train everyone. Having multiple methods for customers to request support will cover your bases. Web requests are especially useful for less tech-savvy users and helpful when they are on different devices than their work computers. Make your support button prominent on the homepage of your website or any other places you know your customers will come visit.



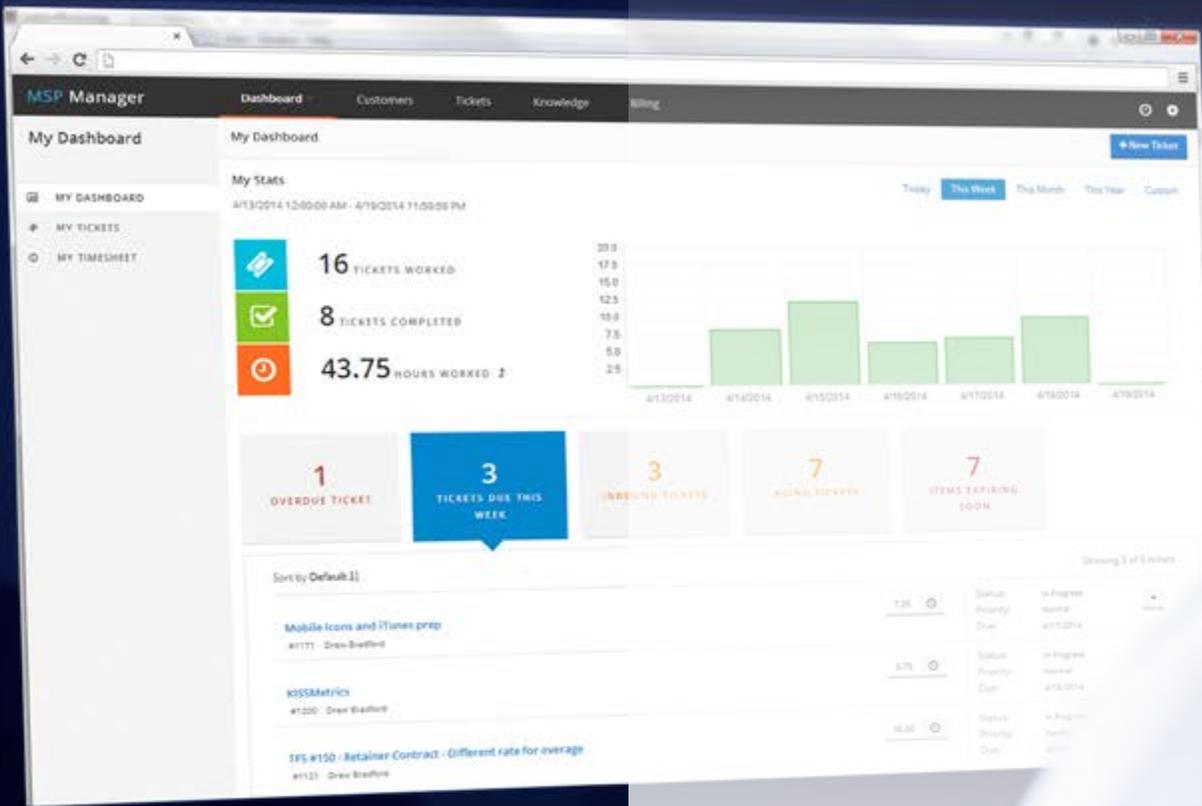


MUST-HAVE #3: CHAT

A 2014 Gallup poll¹ confirmed that text messages outrank phone calls as the dominant form of communication among millennials.

Very few people want to sit on hold. Chats and texts are more efficient and less disruptive to people's activity. That's why you should offer chat as another online support tool. Ideally tied into your systray or web support a chat session is more focused on resolving issues with less need for small talk. The user describes the problem and the technician can write the solution or simply launch a remote control session. Chat also means that one technician can easily support several customers simultaneously, and each will feel they're getting undivided attention.

¹ <http://www.gallup.com/poll/179288/new-era-communication-americans.aspx>, Accessed Feb 29, 2016.



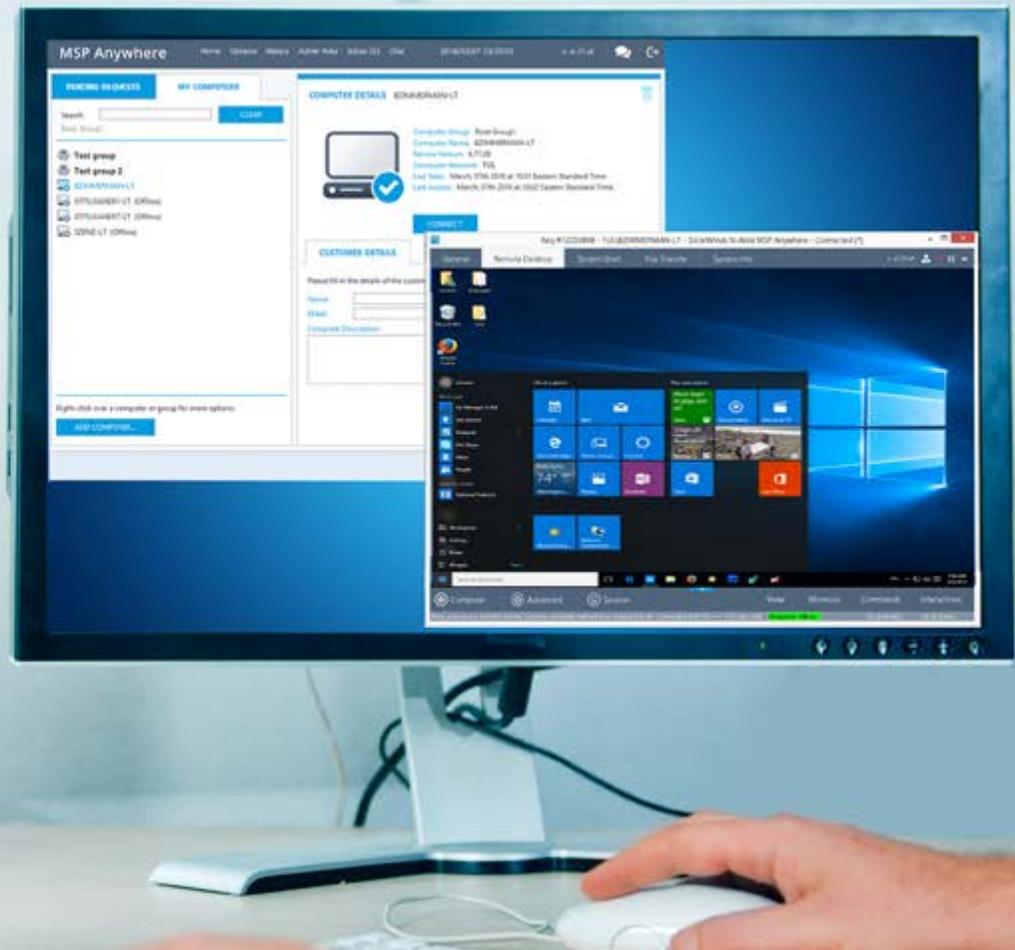
MUST-HAVE #4: TICKETING

An automated ticketing system is the best way to ensure that each customer's issue receives attention. With email and other free tools it can be hard to manage priority or keep track of everything. The key for a profitable helpdesk is efficiency. Spend less time sifting through emails and spend more time supporting customers.

MUST-HAVE #5: REMOTE CONTROL

Remote control is the staple of any IT helpdesk. It lets you maximize the efficiency of your technical team, giving them the tools they need for fast and secure remote support. Customers don't like having their work interrupted, so your remote control solution must be able to connect and respond quickly. And it should be flexible so your technicians can collaborate with coworkers and open unlimited concurrent sessions, eliminating time wasted waiting for installs and antivirus scans.





MUST-HAVE #6: REMOTE SUPPORT

With remote support, your technicians don't always have to take control of a customer's device. Instead, the customer keeps working while you can investigate and sometimes resolve their issues in the background. This is made possible baking a few key remote support tools: an event viewer, task manager and command line directly into the product. This allows you to troubleshoot and resolve many issues without ever interrupting the end user.

MUST-HAVE #7: RECORDING

Many MSPs choose to record remote control sessions to assure quality to their customers. This can be a great tool for onboarding new employees or simply just to make sure that the key customers who pay the bills are getting the quality of service that they need.



MUST-HAVE #8: REPORTING/DASHBOARD

As the saying goes, you are what you measure. If you can't measure it, you can't improve it. And if you can't see it, you're less likely to act.

MSPs rely on reports and/or dashboards to get an overview of what's most important to the business. What's working, what isn't — and more importantly, why? A reporting solution lets you see and report on support session times, chat transcripts and other information that's key to improving performance.



HOW SOLARWINDS N-ABLE CAN HELP

When it comes to helpdesk there are many tools available to MSPs but very few that solve many problems in a single piece of software. MSP Anywhere™ is a single system offering all the helpdesk tools an MSP needs so you can resolve customer issues faster.

MSP ANYWHERE	
TOOLS	BENEFITS
Systray	Average 5-second connection time
Web Support	
Chat	
Ticketing	Cloud-managed, reliable and secure connection
Remote Control	
Remote Support	
Recording	Tools built for IT service teams
Reporting/ Dashboard	



About SolarWinds N-able

SolarWinds N-able is a leading global provider of complete IT management, automation and MSP business transformation solutions. The SolarWinds® N-able N-central® product is an award-winning RMM and MSP Service Automation Platform. SolarWinds N-able has a proven track record of helping MSPs standardize and automate the setup and delivery of IT services in order to achieve true scalability. The N-central platform is backed by comprehensive business enablement support services.

Thousands of MSPs use SolarWinds N-able solutions to deliver scalable, flexible, profitable managed services to over 100,000 SMBs worldwide. With offices in North America, the Netherlands and Australia, SolarWinds N-able is 100% channel-friendly and maintains strategic partnerships with Microsoft®, Intel®, IBM® and Cisco® among others.

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