Sample Help Desk System Processes and Tools

The content in this document is designed to support application to various help desk system platforms. Whether you have an online form or a hotline manned by live support or another type of help desk support system, the sample ticket questions are provided to support collection of critical information to help address user issues. Ticket response templates can either serve as email templates or scripts for your support team. The feedback sample questions can be added to any survey platform (e.g., Google Forms, Survey Monkey, email, text)

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# TICKET QUESTIONS

**How can we help?**

* Type of support request (optional)
* Subject/topic of request
* Description of request
* File attachments (optional)

**How can we contact you?**

* Name (optional)
* Preferred method of contact
  + Email
  + Phone
  + Other
* Contact information

**Tell us about you *(Optional)***

* I am a student
* I am a parent/guardian
* I am a teacher or district employee
* I am a community member

**Student Information *(Optional Questions for Student/Parent Help Forms)***

* Student’s Name
* Student’s ID/Date of Birth
* Campus
* Grade

# TICKET RESPONSE TEMPLATES

## SAMPLE A

Thank you for reaching out. One of our support team members will reply as soon as possible. We are going to do everything we can to resolve this issue. If it is an emergency, you can contact us by phone at <phone number>.

Sincerely,

<Help Desk/Department Name>

## SAMPLE B

Thank you for reaching out to request help/ask us about <TOPIC>. You may find information and resources at <LINK>. If there is anything missing, or if we can provide any clarification, we are here to help! Just reply to this message or contact us at <PHONE NUMBER> and a support team member will reach out soon.

Thank you!

<NAME>

## SAMPLE C

Thank you for reaching out to request help/ask us about <TOPIC>. A topic/subject matter/content expert will be in touch as soon as they are available to help address your request quickly and accurately. Thank you for your patience.

Best,

<NAME>

## SAMPLE D

It has been a bit of time since our last update, but we wanted to reassure you that we have not forgotten about your request. Your request has taken a bit more time to resolve, but our talented support team is committed to supporting you and keeping you updated every step of the way.

If you have any questions, please feel free to respond to this message or contact us at <PHONE NUMBER>. Our support team is available at <HOURS, DAYS>, and we are ready to answer any questions you might have.

Thank you,

<NAME>

## SAMPLE E

We are sincerely sorry for the inconvenience you experienced on <DATE> when <ISSUE/MISTAKE>. We believe that while accidents do happen, it is our job to own them by responding quickly and doing everything in our power to restore your trust.

We spent some time investing the cause of <ISSUE/MISTAKE>. In full transparency, here’s exactly what happened:

* [cause #1]
* [cause #2]
* [cause #3]

Our hope is to never inconvenience you again, which is why we plan to improve <process #1> and <process #2> to ensure something like this never happens again.

If there are any questions you still have, please do not hesitate to reach out. We’d love to talk through them with you.

All the best,

<NAME>

# TICKET FEEDBACK SAMPLE QUESTIONS

## SAMPLE A

**How likely are you to recommend this help desk to a friend or colleague?**

<Responses range from 0-10, or Extremely Likely to Extremely Unlikely>

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Extremely Unlikely |  |  |  |  |  |  |  |  |  | Extremely Likely |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

**What is the most important reason for your score?**

|  |
| --- |
| <Open-ended response> |

## SAMPLE B

**How satisfied were you with your experience with the help desk?**

<Responses range from 0-5, or Very Dissatisfied to Very Satisfied >

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied |
| 0 | 2 | 3 | 4 | 5 |

**Any additional feedback?**

|  |
| --- |
| <Open-ended response> |

## SAMPLE C

**Overall, how easy was it to solve your problem with us today?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very Difficult | Difficult | Neutral | Easy | Very Easy |
| 0 | 2 | 3 | 4 | 5 |

**Any additional feedback?**

|  |
| --- |
| <Open-ended response> |