



Solutions

Agile Group created, from scratch, over 400 knowledge-based solutions. These solutions acted as the remedies for all customer submitted helpdesk tickets. Each solution came complete with a script for the helpdesk specialist to utilize, as well as detailed instructions regarding resolution steps, and the identified systems and software that impacted the issue and end-user objectives. These solutions were captured in an easily-searchable SharePoint portal.

Ticket Handling

Helpdesk specialists were certified by the Help Desk Institute (HDI). Specialists were additionally trained in negotiation and customer-resolution tactics to manage conflicts. Highly trained and certified, the helpdesk specialists were further armed with a knowledge base of known solutions, and aptly trained to address those tickets that fall outside of captured solutions.

Specialists followed a process for resolution. Tickets are received via phone or an incident report submitted via email or text. A ticket identified an incident and the service desk team properly logged it into Remedy.

The steps of resolutions are to categorize, prioritize, and respond to the tickets. Given stated processes, the response receives the greatest weight, where a specialist diagnosis, investigates, escalates as necessary, provide resolution, and closes the ticket with a thorough resolution to the customer, and an update (as necessary) to the knowledge base.

Performance Management

All helpdesk statistics were captured and reported using Fusion performance dashboards. Available 24/7 real-time in desktop and mobile versions, the dashboard reported on Solutions by Tiers, Solutions by Specialist, Tickets by Organization, and Customers.

These measurements, among many others, were displayed in interactive, clickable, graphs, tables, and listings. Information such as date, time, user, category of ticket, and organization, were available in all presented performance measurements.



Agile Group

A Small Business Administration (SBA) certified 8(a), Woman Owned Small Business (WOSB), Agile Group brings over nine years of Federal Government experience with Microsoft SharePoint™ portal creation and execution, PMO development, project management and controls, portal development and sustainment, quality control, and training. We deliver these solutions and related services for numerous Federal agencies including the U.S. Army, U.S. Army Corps of Engineers (USACE), the U.S. Department of Homeland Security (DHS), and U.S. Customs and Border Protection (CBP).

Best Value

- ▶ Retaining a deep experience working with U.S. Federal Government, including Customs and Border Protection and USACE
- ▶ Executing USACE Primavera and scheduling contracts for an array of services across geographically-dispersed offices
- ▶ Maintaining highly complex software tools to meet the diverse needs of a wide-breadth of functionally-diverse Federal business units