



Service Desk

Get to the future

Reduce the noise and total cost of support – focus on automation

Sometimes it can feel like your service desk is at maximum capacity. But the fact is that you can do better, achieve more, and accelerate your throughput.

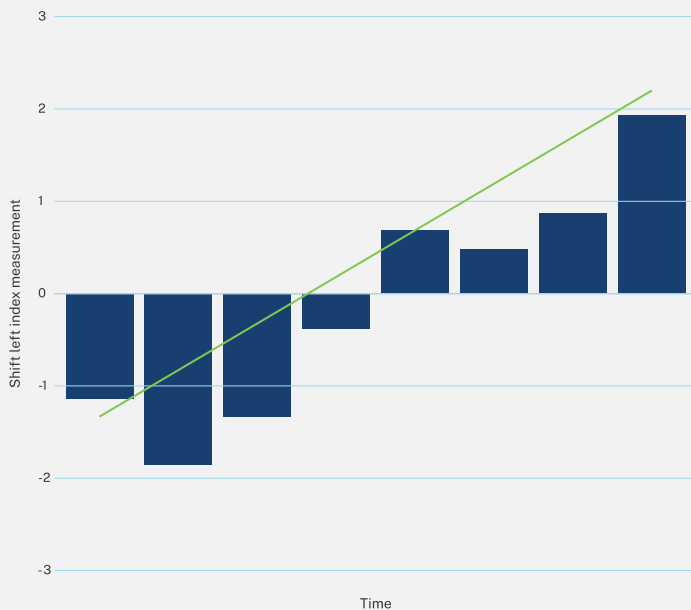
When you enable your team to stay focused on your core business – your organization will thrive.

In the past, a service desk’s major focus was **improving first level resolution (FLR)**. But today, the focus should be on **automation**. Automating service desk workflows is a key ingredient for handling increased support demands. It also keeps costs low – and delivers high client satisfaction.



Industry benchmarks show that FLR decreased from a high of 74% in 2019 to an average of 70% in 2022. This drop isn’t because service desks are getting less effective. It was **caused by automation**. When you automate “easy” support transactions, what’s left are the more complex, business-critical problems for your service desk analysts to address. Basically, the more “easy transactions” that get automated, the lower the FLR for human-addressed transactions.

Tracking process with the Shift Left Index



It’s time to shift left

CAI has a history of helping organizations shift left—successfully leveraging automation and knowledge bases to improve total cost of support (TCS). But we’re also very aware that the more you automate, the lower your FLR.

If FLR used to be the standard metric for measuring Service Desk effectiveness, then how will we measure this effectiveness when FLR is falling?

We’ve created a new metric to do exactly that. It’s called the CAI **Shift Left Index**.

The CAI Shift Left Index calculates five key data points: FLR, knowledge creation, self-service catalog items, contact volume, and customer satisfaction. The Index runs on a scale from minus 10 to plus 10 to reflect the maturity and productivity of an existing service desk.


This example chart shows progress over time for a CAI client working to address certain service desk issues.


CAI powers the possible


CAI is a global technology services firm with over 8,500 associates worldwide. We have over 40 years of excellence in uniting talent and technology to power the possible for our clients, colleagues, and communities.


What you need

You need a service desk that:

 Provides excellent customer service

 Improves performance

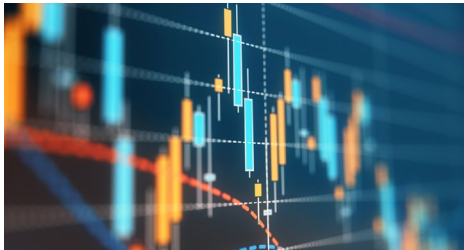
 Reduces cost

 Simplifies processes

When you have that, your team can focus its time and energy on your core business.

The CAI solution

Shift left. Standardize support. Automate simple tasks. With CAI, your service desk will provide excellent customer service through the optimal mix of tools, resources, people, and innovation.



Comprehensive metrics

Implement a comprehensive metrics program so your organization has the information necessary to efficiently run your service desk. With CAI's metrics package, you can clearly identify opportunities.

Consistent support

CAI standardizes and centralizes processes for reliable support. Knowledge management tools and methods increase productivity. Stay secure with governed access controls for each appropriate level.



About CAI

CAI is a global technology services firm with over 8,500 associates worldwide. We have over 40 years of excellence in uniting talent and technology to power the possible for our clients, colleagues, and communities. As a privately held company, we have the freedom and

focus to do what's right — whatever it takes. Our tailor-made solutions create lasting results across the public and commercial sectors, and we are trailblazers in bringing neurodiversity to the enterprise.

Learn how CAI powers the possible at www.cai.io