

# 10 ways to Improve FLR

## 1 - *Ensure adequate staffing*

- *Depending on your business, 1 SD analyst can support between 350-450 employees/clients*
  - *SD analysts can handle 450-500 contacts per month and achieve high FLR*
  - *Longer “talk time” is required for higher FLR*
    - *You don’t want the abandon rate to increase*

## 2 – *Adopt a best practices service delivery framework*

- *ITIL works well for Service Desk operations*



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## *3 - Meet with your escalated support groups*

- *Identify additional support the SD can provide*
- *Work with them to gain access (and trust)*

## *4 - For email requests...*

- *Create “forms” that have fields for all the required information to complete the request*
  - *Reduces the number of times your analysts have to call the requestor back*
  - *Helps get the work done correctly the first time*



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## 5 – *Capture knowledge*

- *Use and maintain your knowledge base tool*
- *Get escalated support involved*

## 6 - *For outsourced Service Desks...*

- *Be sure to include SLO/SLAs in your contract regarding FLR*
  - *Be sure to include financial penalties for not meeting FLR SLO/SLAs*
  - *Include a reward clause for exceeding FLR SLO/SLAs*

## 7 - *For internal Service Desks...*

- *Communicate clearly FLR SLO/SLAs*
- *Reward SD team for exceeding FLR SLO/SLAs*



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### 8 – *Employee Flexible staffing*

- *Internally or use a partner*
  - *For morning and afternoon peaks*
  - *Off-hours*
  - *Roll-outs*

### 9 – *Tool set...*

- *Be sure your SD has the proper tools*
  - *Incident tracking system*
  - *Knowledge Base*

### 10 - *Training...*

- *Formal and informal*
- *Work with escalated support groups*

