

## Information Technology Support Personnel BENEFITS OF TRANSITIONING TO THE MHS SERVICE HELPDESK



### Customer Service Management

**IT Support Personnel can track their service case progression** by using the Military Health System (MHS) Service Helpdesk Activity Stream. The Activity Stream contains a continuous timeline of the case's progress towards resolution. Once a case is saved in the MHS Service Helpdesk, the top of the screen will display the **resolution progress timeline, to help promote the success rate of each agent.**

**With the MHS Service Helpdesk Case and Incident forms, IT Support Personnel only need to fill out three required fields:** "Category", "Subcategory", and "Configuration Item". This new innovation is designed with the IT Support Personnel in mind! In the current Remedy application, there are seven categories and product fields to complete. The MHS Service Helpdesk **simplifies the steps to help increase IT Support Personnel productivity!**

Can't find the right category options in Remedy? The MHS Service Helpdesk Product Team listened and is **including more accurate, improved, and meaningful Categories and Subcategories.** Gone are the needless "None" field values in the Remedy categories. The capability to use wildcard values will result in **more fruitful searches to get the job done quicker.**

**IT Support Personnel can search more right from the MHS Service Helpdesk Case and Incident forms.** Knowledge articles, service catalog items, open incidents, closed incidents, and many more resources are available right from within the form. Just a short description will automatically generate meaningful results in the Related Search field, **helping IT Support Personnel get relevant information right to their screen.**

