Automate Help Desk and Reduce Overall Support Costs with Oracle User Productivity Kit Knowledge Management Solution

Rising help desk costs, achieving compliance of government regulations, and ensuring employees are knowledgeable on business processes are just some of the challenges facing many IT organizations today. With these challenges comes the need for IT departments to deploy a solution that will transfer knowledge to users, reduce help desk call volumes, and increase employee productivity. Oracle User Productivity Kit is the solution organizations can benefit from to educate employees and improve their operating costs and margins.

Customer Success

- Multi-national financial services firm uses Oracle UPK to develop online knowledge base of simulations by capturing critical sales proposal, compliance, and process information. By forcing users to simply click a link for assistance and mandating use of online knowledge base, firm reduced help desk calls from 2,000 to 22.

- Achieving a savings of 5M Euros annually, the firm has also increased production and revenue per sales agent, and educated users on strict, paper-based banking regulations with Oracle UPK.

- Up to 98% of help desk calls were easily resolved with online knowledge base simulations – leaving only 2% of calls creating service request tickets.

Transferring Knowledge and Managing Costs

Ensuring employees adopt and use new systems or business processes is key to the success of every organization. The act of transferring knowledge from subject matter experts to newly hired or existing employees is the responsibility of the organization. Determining the cost impact and developing strategies for training personnel and managing knowledge to avoid the knowledge gap is critical.

One of these strategies includes focusing on knowledge transfer productivity, which is the organization’s ability to effectively and efficiently convey vital information from subject matter experts to employees in a way that keeps projects and the organization going at full speed. By continually identifying, transferring and sustaining the information held by the organization’s critical knowledge holders, knowledge management can become a strategic initiative within an organization; and knowledge, a strategic asset.

A solution to achieve this strategy is to build and implement an online knowledge base or self-service help desk. If employees are not properly trained, not only can they create errors by entering incorrect data, but they can also create a drain on the help desk. With the ever increasing costs of live help desk support, organizations who implement an online, self-service help desk support model can experience dramatically reduced help desk costs and calls.
**Benefits:**

- Drive reduction in call center costs
- Optimize call center operations with reduced call volumes
- Improve operational efficiency
- Expedite new employee ramp-up
- Improve knowledge management
- Retain intellectual property
- Increase revenue and productivity per employee
- Expand model outside of call center for additional overall cost reduction

**Capabilities:**

- Record business process flows for simulation playback
- Capture meta data information to provide just-in-time, relevant help
- Publish and deploy simulations viewable through a simple click
- Educate employees in minutes versus hours with simulations
- Integrate with non-Oracle and Oracle solutions

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**Building an Online Knowledge Base to Retain Intellectual Property**

Establishing a content development team consisting of subject matter experts is the first step to building an online knowledge base. This team needs to compile the intellectual property, business processes, and knowledge of the organization that will be captured and used in the knowledge base. When built using the Oracle User Productivity Kit (UPK), this knowledge base solution will educate users on how to use the system and dramatically reduce help desk costs.

Through a simple recording of the business process, subject matter experts eliminate the need to spend countless hours writing process flows, test scripts, and training documents. This recording captures the exact steps in a process to enable users to learn how to use the system effectively. During the recording process, Oracle UPK captures key meta data information. This information is eventually used to identify and match error codes between the application and the knowledge base to provide just-in-time, relevant assistance when a user needs help in the application. Oracle UPK can also use conceptual information, such as presentations or videos, to educate users on ‘why’ they are performing a process.

Once the intellectual property is captured, it needs to be published and disseminated to the organization so the employees know how to use the new or upgraded system. While Oracle UPK publishes to many types of outputs including online and printed materials, this knowledge base solution for help desk call centers focuses on publishing and deploying simulations using the “Do It” mode.

**Manage Call Center and Disseminate Knowledge across the Enterprise**

Once the business processes are captured using Oracle UPK and the system is ready to go-live, a self-service ‘help desk’ model must be implemented. There needs to be a mandate to force users to click a link to view the simulations if they incur an error. Once clicked, the error code is matched with the error codes in the knowledge base and the system provides the user with the exact information they need to effectively complete their job task.

Forcing users to use the knowledge base as the first line of defense instead of the help desk typically resolves the error. With a mandatory use policy and an effective knowledge base, very few errors result in an actual service request ticket being generated. And, if a ticket does get generated, the subject matter experts can create a simulation for future occurrences of that error. Over time the knowledge base is adding to its intellectual property collection and continually growing.

Disseminating knowledge and managing the call center with this strategy makes each user responsible for learning how to use new technology solutions. It also helps them understand processes and regulations in minutes versus hours with the simulations in the knowledge base. When employees are armed with knowledge to do their job, productivity per employee dramatically increases.

**Automate Help Desk and Reduce Support Costs**

Using Oracle UPK as a knowledge management solution for help desk call centers enables organizations to automate the help desk and reduce overall costs. The solution enables IT management to staff call centers with knowledge workers instead of low-skilled labor. Call volumes dramatically decrease with the mandatory policy of online usage of simulations as the first line of defense. This strategy also reserves IT resources for actual service requests.

With Oracle UPK’s ability to capture meta data and ‘provide a handshake’ between the application and the knowledge base to serve up a solution relevant to the user’s error, organizations will realize tremendous value in providing just-in-time support.
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- Optimize call center operations with reduced call volumes
- Improve operational efficiency
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- Improve knowledge management
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About Oracle User Productivity Kit
Oracle UPK is a synchronized content development platform that enables organizations to capture, retain, and disseminate critical organizational knowledge. Through knowledge management, Oracle UPK increases productivity by capitalizing on information sharing across the enterprise. As a catalyst for ensuring end user adoption, enabling organizations to transfer knowledge, and providing self-service help desk solutions, Oracle UPK can help automate the help desk and reduce overall support costs.