

### Amicus ITS Service Desk Prepares For National Customer Services Week 2015



Members of the Amicus ITS Service Desk team with their Operational Managers

**Thursday 1<sup>st</sup> October 2015**

### Amicus ITS joins a UK-wide initiative to heighten awareness of good customer service in business

Amicus ITS announced today to staff that it would be taking part in National Customer Services Week and its Service Desk would be undertaking a week-long series of activities focused around achieving and celebrating best practice for customers.

The events begin in earnest on Monday 5<sup>th</sup> October and each day there will be a focus on a different aspect of customer support and company values:

- Monday 5<sup>th</sup> October – **Know Your Customer**
- Tuesday 6<sup>th</sup> October – **Return on Investment**
- Wednesday 7<sup>th</sup> October – **Customer Complaints - MOT**
- Thursday 8<sup>th</sup> October – **Employee Engagement & Culture**
- Friday 9<sup>th</sup> October – **Recognition Day & Award Ceremony**

Managers announced that a special award would be given out on Friday 9<sup>th</sup> October to the most outstanding Service Desk employee of the week, for someone who has delivered exceptional service support to any of Amicus ITS' healthcare or corporate customers.

Speaking at the launch, Head of Technology & Governance and senior manager of the Operations team, **JP Norman** (seen front left of photo), commented: *"The Service Desk team deal with around 200 incidents a day which demand a high level of technical competence from the analysts. But this is only part of what makes a truly outstanding employee. Service Desk staff also need to have excellent communication skills. They need the ability to be a good listener, to understand, precis and act swiftly, following the right processes to maintain standards. So, in the end, it's not just resolving a ticket technically that counts for us, it's about ensuring the customer is left satisfied by their experience."*

Details about National Customer Service Week can be found at the Institute of Customer Services website [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com).

Information about Amicus ITS customer care packages can be found at: <http://www.amicusits.co.uk/Pages/managed-services.html> or call Director of Sales, Les Keen on 02380 429429.