

Helpdesk Quality Control

Quality Control in Service Desk refers to the random check of service desk requests on a daily basis. On average, 15 tickets need to be checked daily and emailed to the **QCC Unit Leader**.

The primary aim of Quality Control is to ensure that service desk efficiency is increased such that all technicians update and/or resolve their assigned jobs on a timely basis and tickets are not left in Open Status to the point of Expiry.

QCC Officers are appointed to help all staff to understand the necessity of such an internal check in a Helpdesk environment.