

The Help Desk Dilemma

P-DEM eBook



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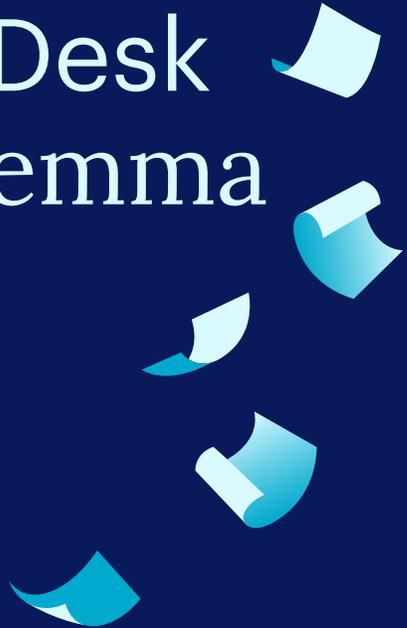


Table of Contents

Executive Summary	3
Overwhelmed Help Desks Mean Unhappy Users	4
Impact of the Help Desk Dilemma.....	5
Help Desk Challenge: Workload	7
Help Desk Challenge: Misguided Effort	8
Help Desk Challenge: Missing Tools and Data	9
Help Desk Visibility Gap: Misguided Assumptions	10
Help Desk Visibility Gap: Can't See How to Fix It	11
Proactive Digital Experience Management (P-DEM) for Help Desks	12
About Netskope	13

Executive Summary

Enterprise help desks need to resolve a dramatically increased volume of tickets, but lack necessary visibility and tools. Half of level one cases are escalated and require two or more teams to diagnose, and it takes longer to diagnose an issue than to fix it. Results: low user satisfaction, high help desk turnover, and frustration for all involved.

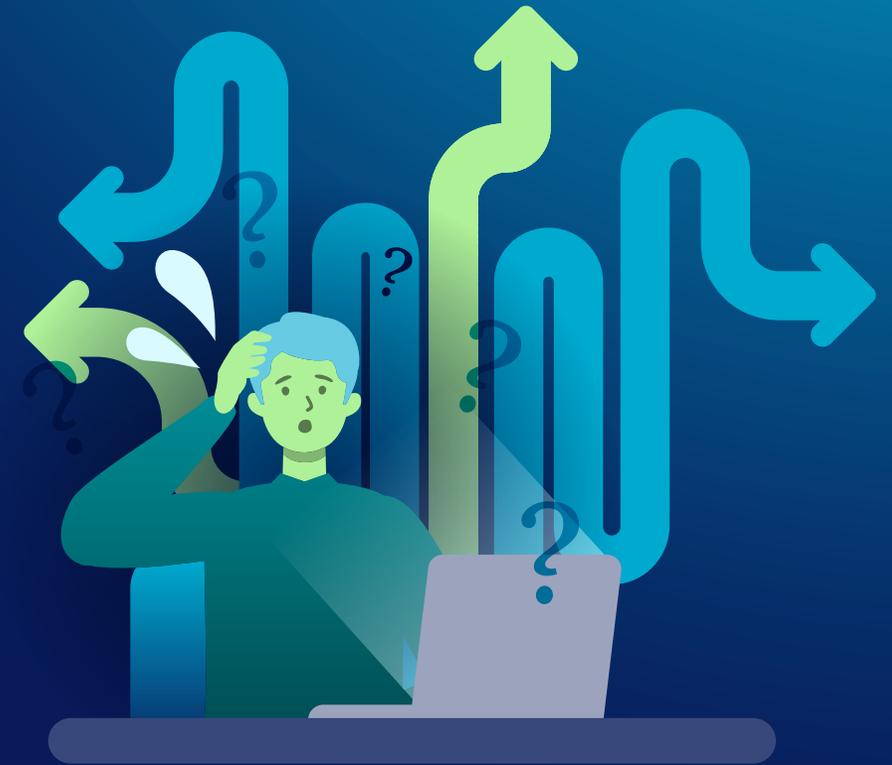
The help desk dilemma negatively impacts business:

- Tickets with unclear causes occur frequently, and add up to significant workforce productivity losses.
- Closing tickets is a slow and painful process when the origin is unknown—a common situation that often results in unclear ownership and frequent handoffs.

Overwhelming workloads, misguided efforts, and missing tools and data mean help desk professionals often are unable to do their jobs effectively. As a result, 1 in 3 organizations say they have less than 50% first-time resolution rates (FTR).

Most IT operations professionals (89%) say insight into device, WiFi, ISP, security, and application performance is essential to effectively resolve issues. But, it's often hard or impossible to pinpoint the cause and identify who is responsible for fixing issues involving third-party and cloud apps/services, since visibility into these areas is missing.

Proactive digital experience management provides simple but comprehensive visibility to close the gap. This leads to swift diagnosis and fast repair time, often at level one.



At least
one-third of tickets
are reassigned more than once, and
twenty percent
are never closed because they
cannot be diagnosed or resolved.

Overwhelmed Help Desks Mean Unhappy Users

The complexities of the post-pandemic digital workspace create an impossible situation for enterprise help desks.

- **83% of employees say good technology is an important factor in their work**, only behind salary/benefits and a supportive manager.¹
- **Ticket volume increased dramatically over the past four years**, driven by factors like hybrid work, Software-as-a-Service (SaaS) adoption, migration to the cloud, zero trust/security service edge, acquisitions, and use of self-help/endpoint management solutions.
- **Help desk personnel lack the visibility and tools** to diagnose and fix issues, resulting in multiple teams and hours to resolve.

¹ Netskope help desk analytics, 2019-2024

² Owl Labs: State of Hybrid Work 2023



Help desk ticket volume is
five times higher

now than it was four years ago
(2019-2023); this rose from 5 to 24
tickets per user per year.²

Impact of the Help Desk Dilemma

Productivity

Tickets with unclear causes occur frequently, and add up to significant workforce productivity losses.

- Nearly all (95%) of workers experience **business-critical app performance issues** at least once a week.¹
- Employees lose **one day per month of productive time** due to digital friction.²



Employees lose
one day per month
of productivity time due to digital friction.²

¹ IDC, 2023

² Salesforce SLO, Microsoft SLA and reported downtime, 2023.

Impact of the Help Desk Dilemma

Efficiency

Closing tickets is a slow and painful process when the origin is unknown—a common situation that often results in unclear ownership and frequent handoffs.

- **Half of level one cases are escalated** and require two or more teams to diagnose.¹
- **It takes longer to diagnose an issue than fix it**, placing root cause visibility on the critical path.

Unclear evidence and ownership results in ticket ping pong



¹ Netskope survey of IT Ops leaders, 2024

Help Desk Challenge: Workload

Hiring can't keep up

- Many enterprises have doubled help desk head count but tickets have increased twice as fast.¹
- Workload for knowledge workers—including help desk professionals—is expected to double between 2022 and 2025.

Outsourcing increases resolution time

- External personnel have less knowledge and accumulated experience than permanent staffers.
- Relying on outside resources reduces visibility, and slows help desk processes.
- Support and call quality issues associated with remote agents further irritate already frustrated users.

Automation is a slow fix at best

- Chatbots require training and a deep knowledge base to offload helpdesk workloads. Expect 12+ months before they start to deliver gains.
- Self-help tools can solve some issues, but also tend to trigger tickets—such as when users are interrupted by forced updates and notifications they fail to act on.



¹ Netskope help desk and customer community analytics, 2019-2024

Help Desk Challenge: Misguided Effort

Help desk professionals often are unable to do their jobs effectively:

- **User-reported symptoms rarely provide enough context or details** to accurately postulate the fault domain. Help desk personnel lack tools to dig deeper.
- **20% of issues are never closed** because they cannot be diagnosed or resolved.¹
- 1 in 3 organizations say they have less than **50% first-time resolution rates (FTR)**.²

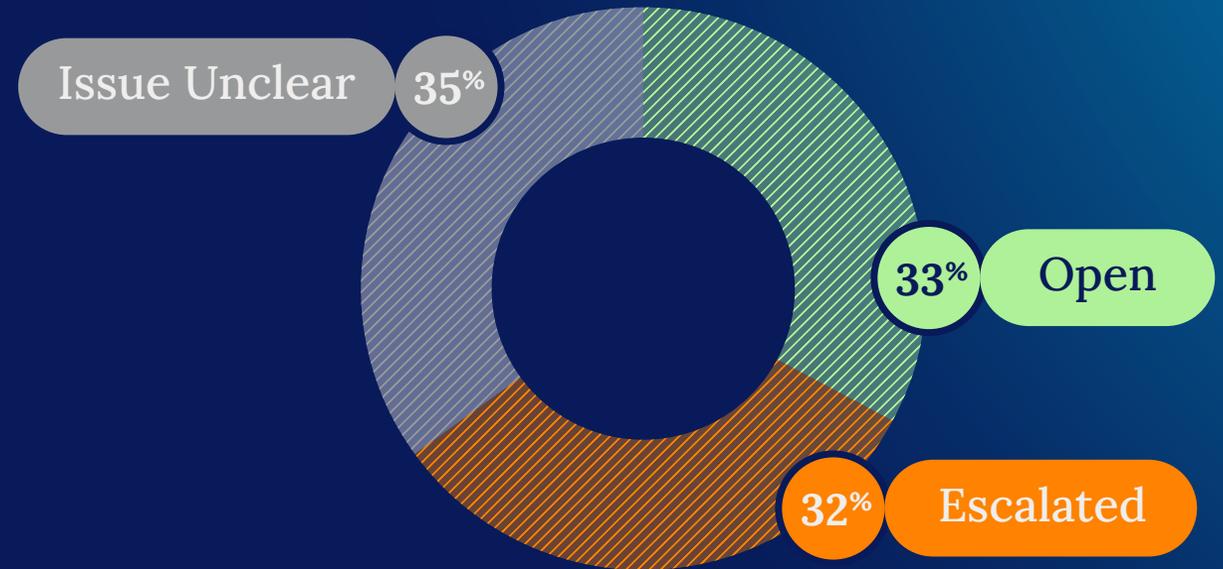
Tickets with unclear scope or cause—where call backs are required to collect more info to proceed—are likely to be escalated, or never resolved.³

¹ Netskope survey of IT and ops leaders, 2024

² Forrester survey on behalf of IE, 2021, cited [here](#)

³ Netskope IT help desk analytics, 2024

Help Desk Active Ticket Status



1 in 5 are never resolved



⚠ that's 5 per user/year



Help Desk Challenge: Missing Tools and Data

Even the most experienced level one help desk staff lack access to tools and data beyond simple traffic flow analysis, latency monitoring, or down detectors. So, they **can't accurately triage and resolve issues**.

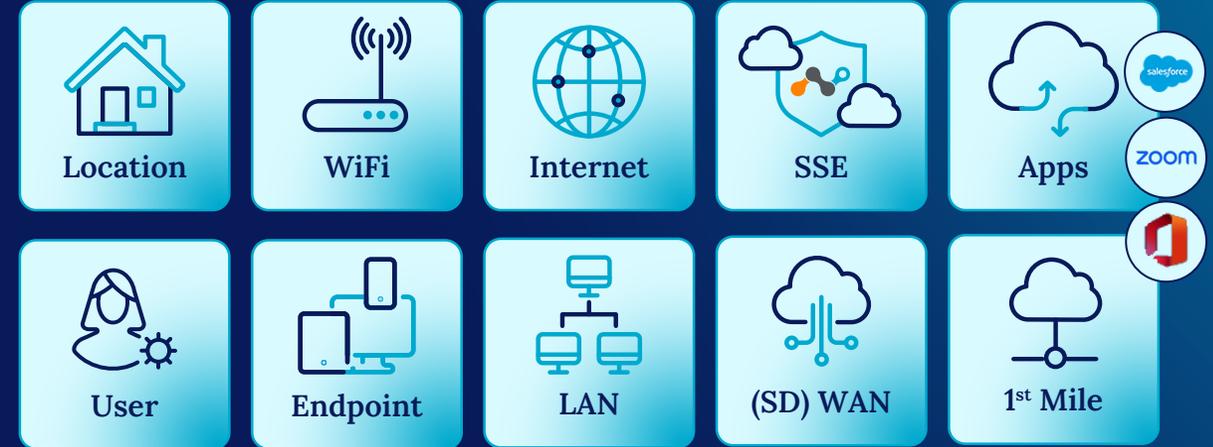
What's often unknown:

- Is the user on-site or remote?
- Which devices are involved?
- Are devices up-to-date and secure?
- Is the user accessing apps through a VPN, LAN, WiFi, SD-WAN, or the internet?
- Is the cloud security inline (SSE/SASE)?
- What is the user trying to do?

Could personal apps/usage/devices be the cause?

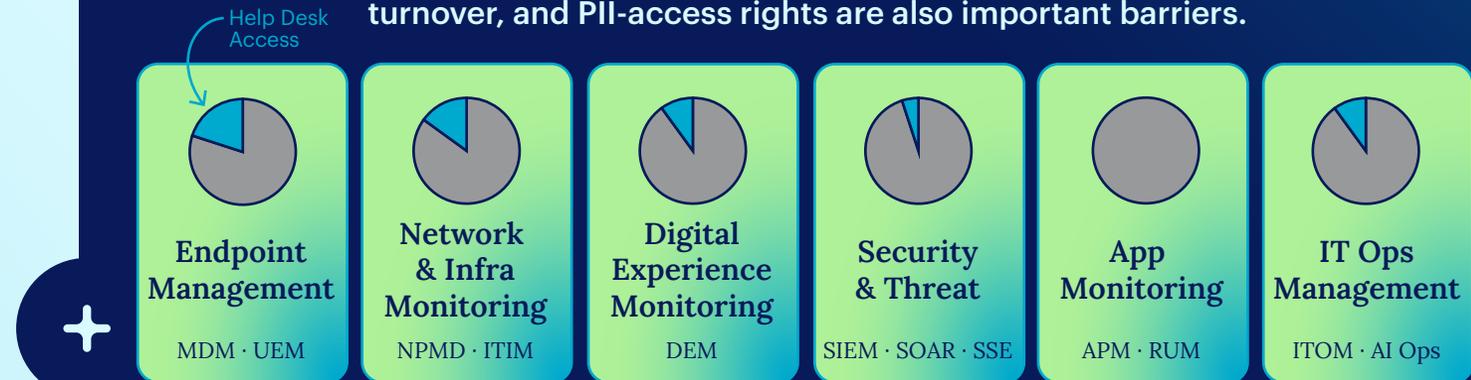
Tools available to help desks

Possible Fault Origins



Operations' Tools

Despite a wide range of tools in operations, level one techs don't have the expertise to use them. Licensing cost, turnover, and PII-access rights are also important barriers.



Help Desk Visibility Gap: Misguided Assumptions

Help desk workers often follow guidelines that don't reflect the complexity of a hybrid, digital workforce. **Time is then wasted trying remedies that don't produce results.**

Lack of visibility across domains leads to inaccurate assumptions about which issues are predominant, where they originate, and who is affected.

At least one-third of tickets are reassigned more than once—evidence that the assumed root cause was incorrect.¹

When escalation not required



Diagnose problems
4x faster (83%)



Resolve issues
3x faster (69%)

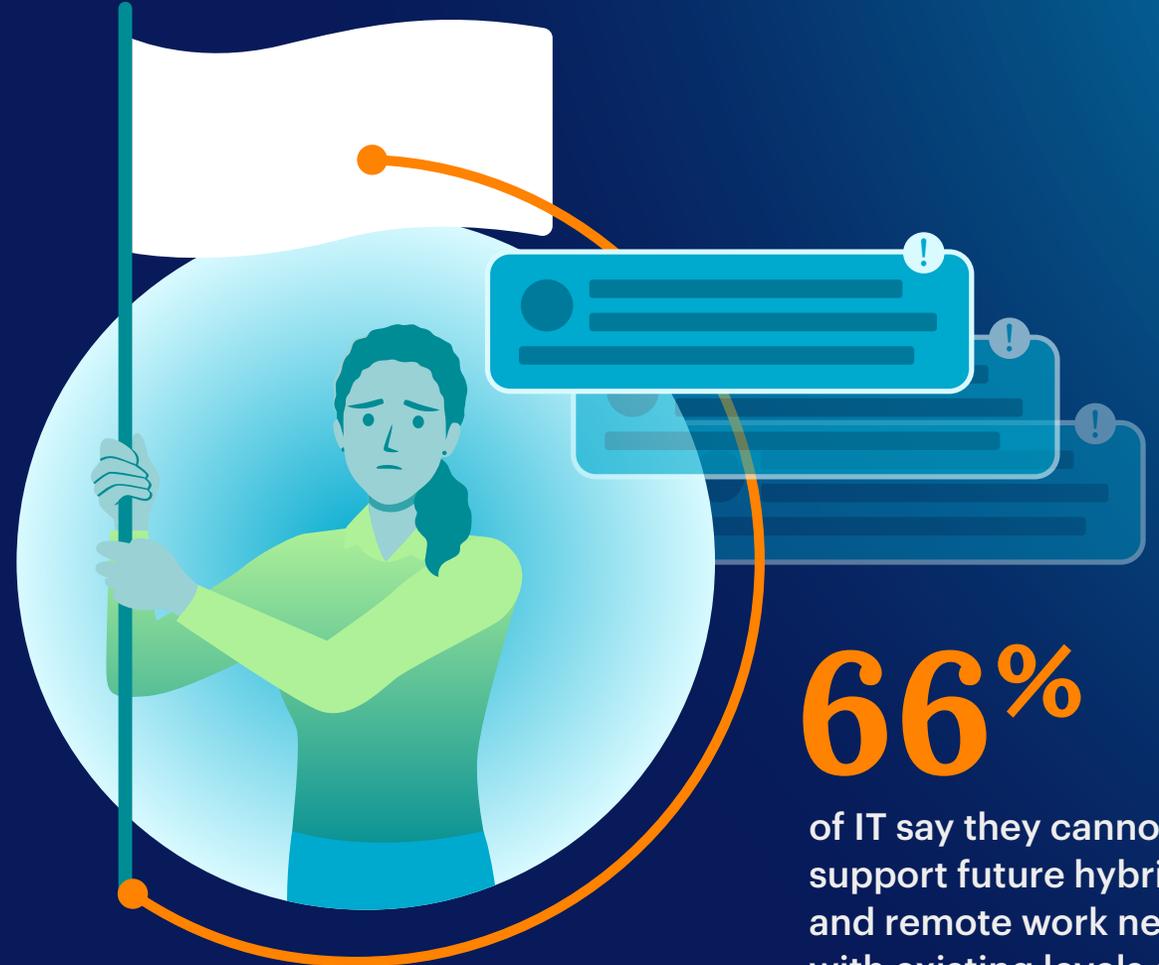


¹ Forrester and 1E 2021

Help Desk Visibility Gap: Can't See How to Fix It

Most IT operations professionals (89%) say insight into device, WiFi, ISP, security, and application performance is essential to effectively resolve issues.¹

It's often hard or impossible to pinpoint the cause and identify who is responsible for fixing issues involving third-party and cloud apps/services, since visibility into these areas is missing.



66%
of IT say they cannot support future hybrid and remote work needs with existing levels of help desk visibility across the digital workspace infrastructure.²

¹ Netskope survey of IT and ops leaders, 2024

² Forrester, 2021

Proactive Digital Experience Management (P-DEM) for Help Desks

Proactive digital experience management provides simple but **comprehensive visibility**. This leads to swift diagnosis and fast repair time, often at level one.

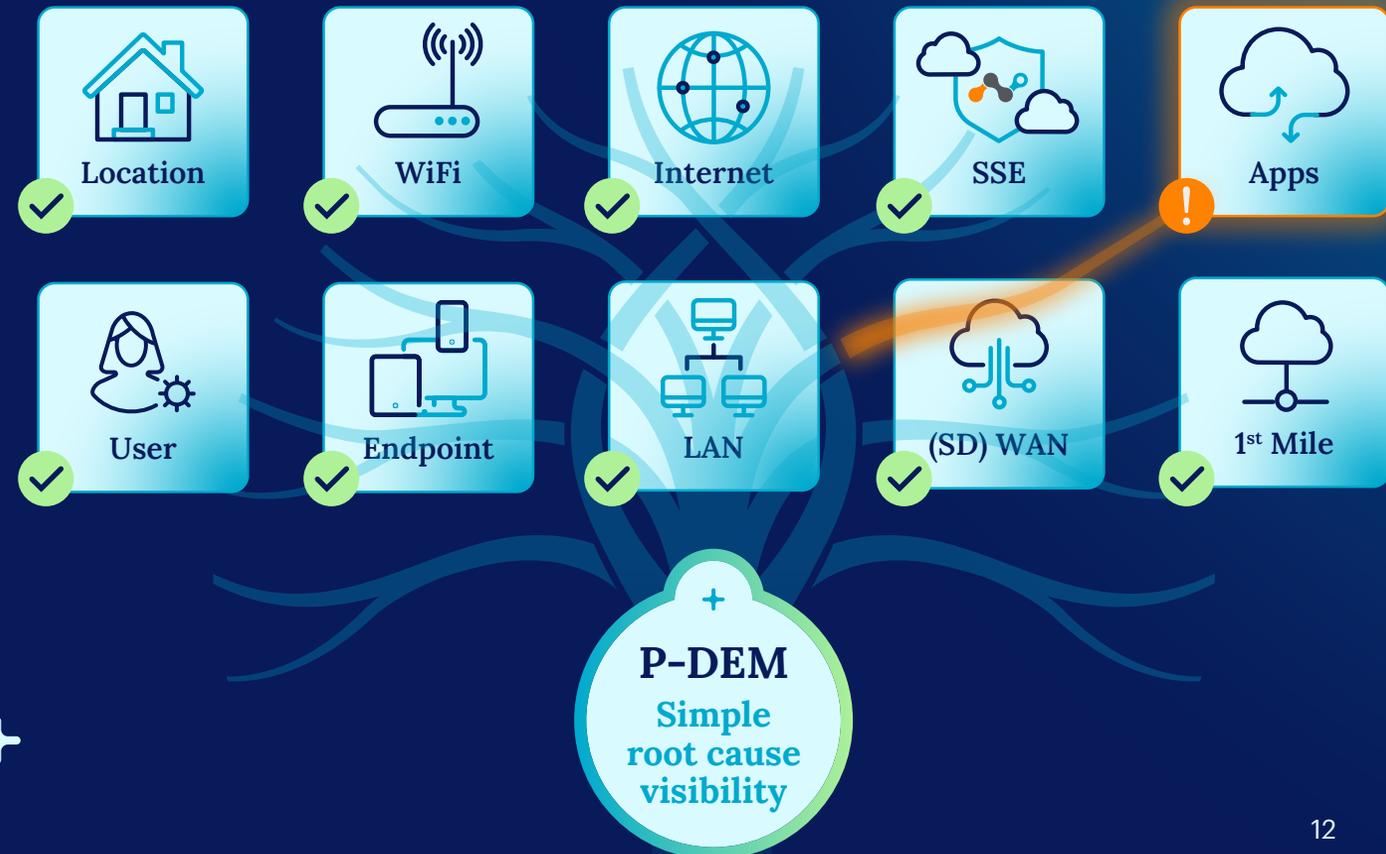
Accelerate problem resolution

- **Quickly see what's happening** across users, apps, network, and devices.
- Find the root cause in minutes thanks to real-time user-centric visibility.

Gain significant business benefits

- **Shift issues to the left.** Reduce escalations and achieve 3 times faster mean time to repair (MTTR)¹ with first call, level one resolution.
- **Escalate tickets precisely** and reduce unresolved issues by 70%.¹ Quickly identify the fault domain and achieve first-time-right triage.
- **Collaborate efficiently across teams** using a single source of data that spans all domains involved.

3 steps to rapid triage and resolution



¹ Netskope survey of IT and ops leaders, 2024

Proactive Digital Experience Management (P-DEM) for Help Desks

With **full visibility across all IT domains** from device to app (including security), Netskope P-DEM solves the help desk dilemma!

- Facilitate **fast, effective troubleshooting** and problem resolution.
- Deliver **a phenomenal user experience** to your employees.
- Eliminate problems before their impact escalates.
- Elevate **business efficiency and productivity**.

P-DEM benefits for help desks



- **Accelerate problem resolution** with simple tools that allow agents to see what's happening and find the root cause in minutes.
- **Shift issues to the left.** Reduce escalations and achieve 3 times faster mean time to repair (MTTR).
- **Escalate tickets precisely** and reduce unresolved issues by 70%.
- **Collaborate efficiently across teams** using a single source of data that spans all domains involved.



**Security and performance
without compromise.**

+ Your business will notice.

[Learn how](#)



About Netskope

Netskope, a global SASE leader, helps organizations apply zero trust principles and AI/ML innovations to protect data and defend against cyber threats. Fast and easy to use, the Netskope One platform and its patented Zero Trust Engine provide optimized access and real-time security for people, devices, and data anywhere they go. Thousands of customers trust Netskope and its powerful NewEdge network to reduce risk and gain unrivaled visibility into any cloud, web, and private application activity—providing security and accelerating performance without compromise. Learn more at netskope.com.

Interested in learning more?

[Request a demo](#)



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