

Classroom Support Dispatching: Lessons Learned

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A long time ago (Fall 2014), in a classroom
far, far away...



So, it really
wasn't that
bad...

But it wasn't that good either...

The setting:

- Student staff in one main office and two satellite offices - Monday - Friday 7:30 - 10 pm.
- All calls came into the main office to a desk phone with an unremarkable phone number - 301.314.8522.
- Techs were sent out from the main office to the field.

So, it really wasn't that bad...

But it wasn't that good either...

The tools:

- We hoped we didn't miss a call and couldn't tell when we did miss one.
- We only wrote a ticket if we had to escalate to an AV tech or the desktop imaging team.
- Are we busy? ˘_(\ツ)_/

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The follow-up:

- We did check rooms after hours - using a paper form - so it was slow to report an issue that needed escalating.
- We guesstimated how many staff we needed at any given time because we had no record of how many calls we were taking.
- Planning? What planning?

Room checks - 90s style



Shortcomings

Everything we didn't know...

In a world without metrics :

- How many calls are we taking?
- When are we busy?
- How many staff do we really need?
- No accountability
- How long is it taking us to arrive? To close a ticket?
- What happens during “rush” when all of the phone lines are busy?

Today



Today

What we did...

- Created a classroom support call center (built and supervised by the Service Desk) with dispatchers
- Created standard operating procedures for the dispatchers
- Improved ticket forms
- Spread out the student techs across campus

Not too shabby...

We changed some stuff.

Call center elements in Fall 2017...

- Simple phone number - 301.405.2500 that's similar to the Service Desk (301.405.1500).
- And it's a real call center now with logs, agents and queues.
- We look at our phone logs and know when we should be busy and how many phone dispatchers should be scheduled.
- We know if we missed a call, and built in a failsafe to avoid dropping the call.
- Every call gets a ticket created from an easy to use form in ServiceNow.

Report a Classroom Technologies Incident

Classroom Technologies Request for Upgrades or Maintenance

* Requested for

Jeanne Gregor

Issue Urgency

* Requested Response

Need Help Now - Interrupt clas

* Request Type

-- None --

Location

* Campus Building

Edward St. John Learning And Teaching Center

* Room Number

1224

* Facility Type

Lecture Hall

Default Assignment Group

Initial Assignment Group

dit-classroom-support

Initial State

New

Issue Description

* Short Description

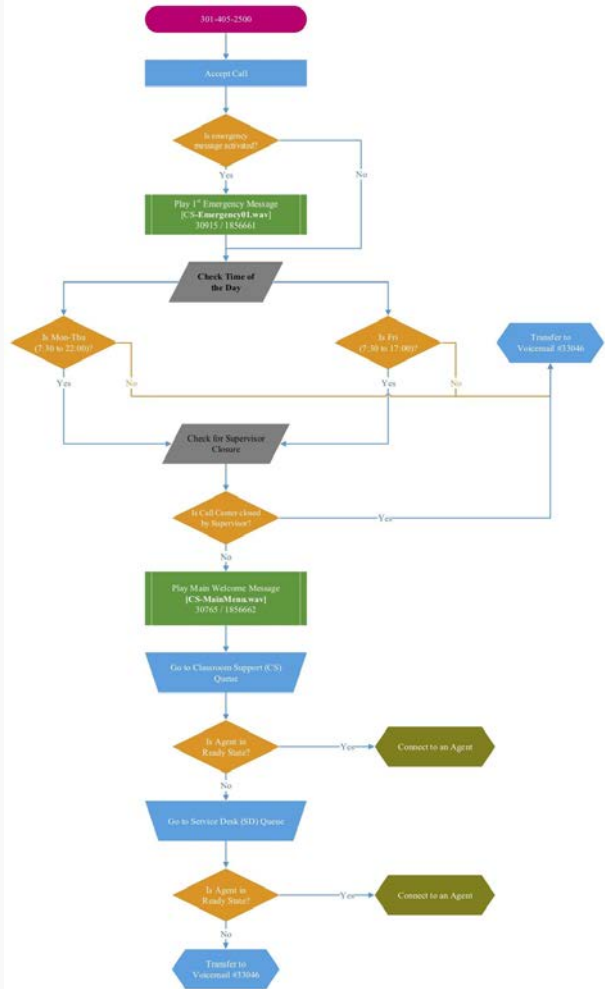
ESJ:1224 (Need Help Now - Interrupt Class)-> {Enter brief issue description}

* Details of Issue

The room is one fire!!!!

Submit

Check out this awesome ticket form!



And this really cool schematic of the classroom support phone queue!

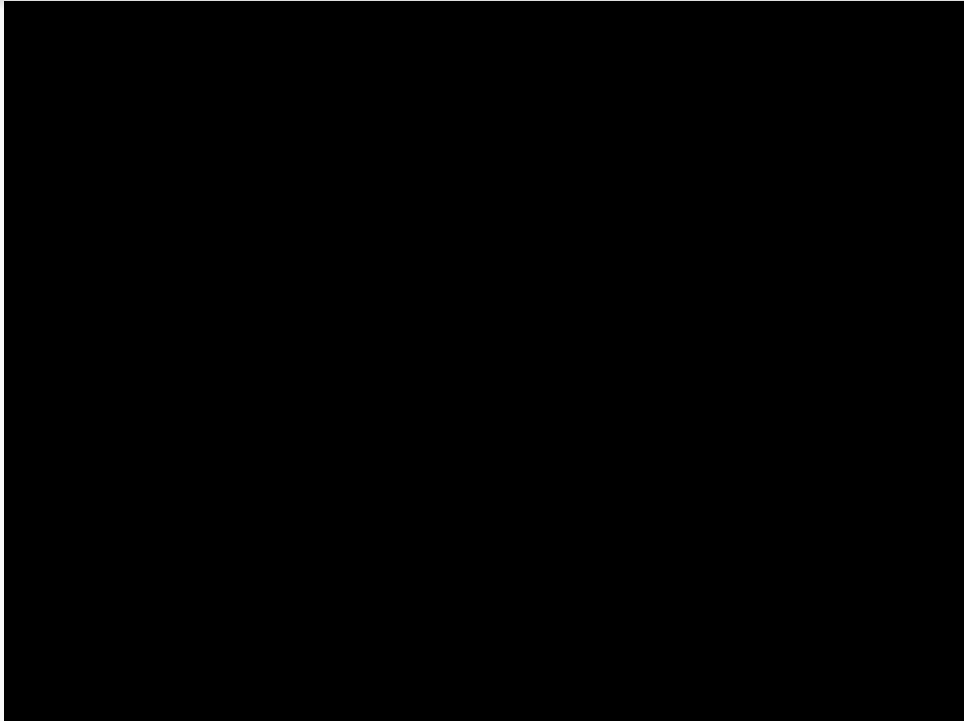
Not too shabby...

And then we changed some
more stuff.

Other elements...

- Satellite offices all over campus in 4 distinct districts. Techs are dispatched by district.
- Use Slack to transition tickets from dispatchers to field techs
- Every room gets checked a few nights a week. Checks are performed with another simple ServiceNow form.

New and improved room checks



Metrics

Basis for some informed
decisions

Goal 1 - Answer on 2nd ring

Goal 2 - 1:1 call to ticket ratio

Avg. call length - about 1.5 minutes

Resolved at Tier 1 - about 70%

Calls per semester - about 1200

Answered 96% of incoming calls

The future

It's not perfect

Logistics:

- Proximity and communication - the dispatchers should be housed with the classroom support main office
- Getting to a command center with real time views of dispatcher queues, techs and tickets
- Managing the districts - how do we know where everyone is? We don't.

The future

It's not perfect

Technology:

- Our ServiceNow/Slack integration is slow sometimes; moving to Cisco Spark?
- More forms - equipment checkout, appointments, battery checks
- Walkie talkies - not enough, old technology, costly
- Staff are using their own mobile devices

The future

It's not perfect

Odds and ends:

- Service Level Agreements - using our data to permanently fix “problem” rooms
- Documentation - so many rooms, so hard to keep it up to date
- Training - online, in-person, it could be better
- Standardization - why is every room different?

Where are we going?

And what am I doing in this handbasket?

Short term to do list:

- Fix tech issues
- Address communication shortcomings
- Create knowledge resources

Wrap - Up

Questions?

Comments.

Collaborate
with us !

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