

# HELP DESK

As a help desk professional, you understand that customers may come to you for a wide range of different reasons. But after you've been at the gig for a while, you'll start to realize that some issues re-occur time and time again. This can become monotonous as some IT pros get tired of fixing the same problems over and over.

But for others, it's refreshing. You've solved this issue 100 times and you know you'll be able to solve it for this new customer with ease. In short, you know you'll be able to give excellent customer service. But what are the most common IT help desk issues? In this post, we're going to look at the different types of requests or issues you might encounter and provide you with some tools to make your job easier.

Let's go.

## Issues That Stop Someone Doing Their Job

Occasionally someone will encounter an issue that prevents them from doing their job until the issue is fixed. People with these requests are usually the most adamant that you need to fix their issue right away (and rightly so) because if you don't, they can't do their jobs. In these situations, you're most likely to encounter your most difficult customers - but not necessarily the most difficult problems.

The key is to communicate with the person making the request to assure them that you're treating their request as a priority and that you'll be working on it right away. In these instances, it's important to make sure you also document how to fix every single issue.

These customers, rightfully, need their issue fixed as soon as possible. However, there are often times when all the help desk professionals on your team are busy or unable to solve the issue.

If you establish a culture of documenting everything, [using up to date SOPs](#), what you will find is that you'll be able to hand off work to anyone in your team who is available.