

Umoor Iqtesadiyah

Help Desk Setup

Role of the Helpdesk

What is the role of the Helpdesk?

Objectives:-

To establish a centralized helpdesk for mumineen who need assistance with various avenues and activities under **Umooor Iqtisadiyah** related to Qardan Hasanah & Tijaarat Raabehah.

- Helpdesk provides a direct line of communication between mumineen and the Idaarah.
- In simple terms, the help desk is a place for mumineen to seek help. Responds to questions and fix any issues with the products or services offered by the Idaraah.
- A helpdesk is to be created at each Mauze level. The role of the member is to support the general mumineen with all queries related to Qardan Hasanah & Tijaarat Raabehah.

Why Do We Need A Helpdesk

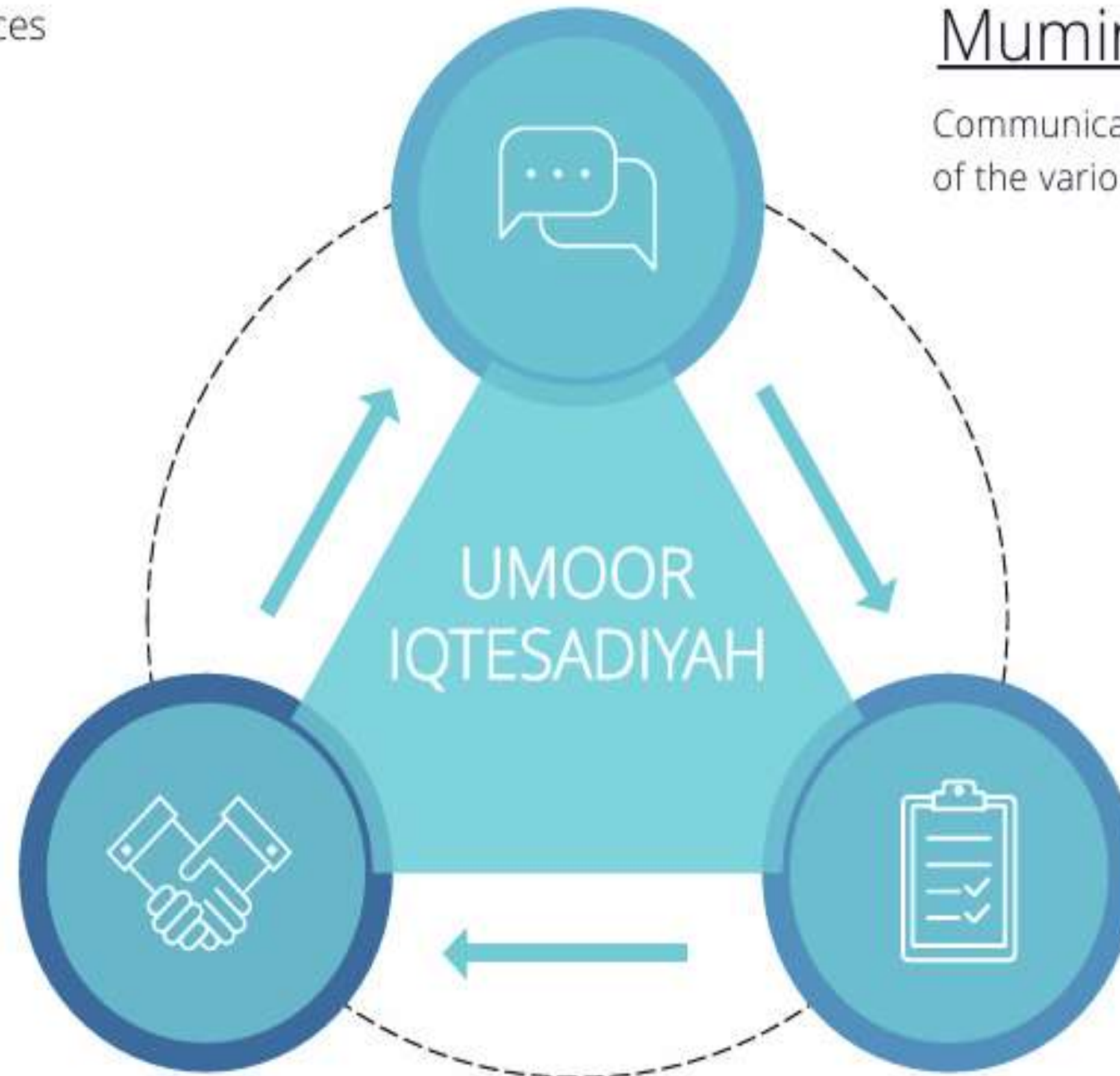
Mumin ne Madad Kariye

Many Mumineen are not aware about the services offered by Umoor Iqtisadiyah.

Many a times, there are queries / concerns / suggestions but no one to approach

Mumineen ne Communicate Karvu

Communicate to Mumineen the importance and benefits of the various options available



Mumineen ni Help Karvu

To guide and support those Mumineen who need business related support

Mumineen ne Inform Karvu

Inform Mumineen about the various products offered by the Idarah

Benefits of Helpdesk

Single Point of Contact

Quick Resolution

Dedicated Resource

Mumineen Satisfaction

Email Support

Face to Face Interaction

Personal Touch

Proper Guidance

Call Support

Ticketing Solution

Setting up the Helpdesk

Steps involved in setting up a helpdesk

- ❖ Dedicated office space in a prominent location
- ❖ Proper Signage/Banner/Visibility
- ❖ Minimum 2 dedicated resources (1 Committee member)
- ❖ Laptop/Desktop
- ❖ Internet connection
- ❖ Proper Ventilation
- ❖ Time of helpdesk to be decided by mauze and communicated to mumineen
- ❖ Ensure availability to answer Mumineen queries



Guidelines

Important Points to Note

Connect



Welcome
Acknowledge
Understand

Help



Explain
Use your Tools
Resolve

Impress



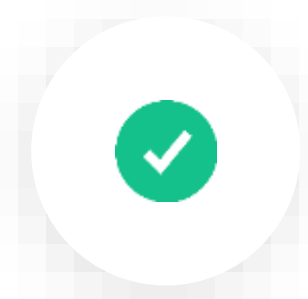
Be Curious
Make it Easy
Offer Choices

Agree

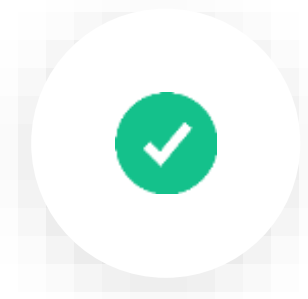


Remind
Wrap it Up

Etiquettes



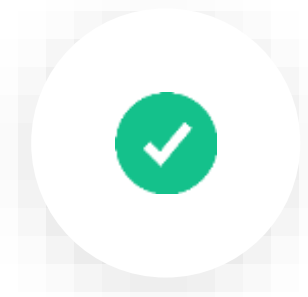
Listen to Mumineen



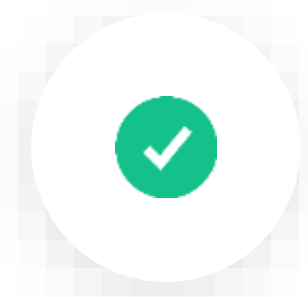
Exercise Empathy



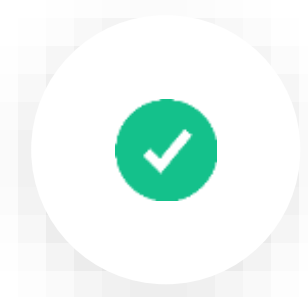
Be Honest



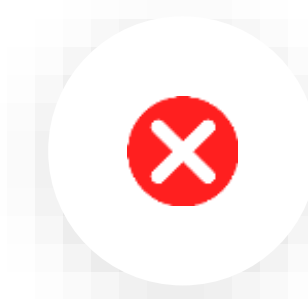
Show Respect



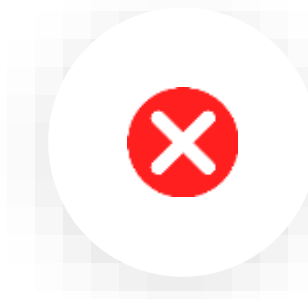
Express Gratitude



Ask for Feedback



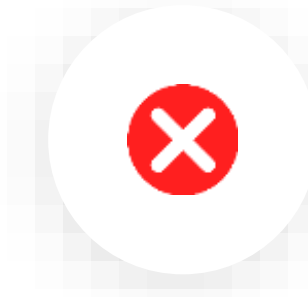
Make False Promises



Blame the Mumin



Blame the Idaraah



Be Rude



Raise your Voice



Be Unprofessional

How will it help Mawaaze?

To Mumineen

- ❖ Basic Query solving
- ❖ Guide and connect to right resource
- ❖ Help with Technical support
- ❖ Help them to update the relevant information in QH/TR platforms/tools
- ❖ Raise queries on behalf of mumineen towards Idaraah

To Khidmat Guzaar/ Tawwali Us Salaat

- ❖ Support with Follow-up
- ❖ Help them with TWT reporting
- ❖ Ensure all the arrangements are in place before the session/ workshop/ interview
- ❖ Support in Attendance Management
- ❖ Assist with any activities

To Committee

- ❖ Support with Follow-up
- ❖ Daily reporting support
- ❖ Monthly reporting support
- ❖ Feedback collection support
- ❖ KGs saathe liason karwama support kaari sake che

What is expected Pre-Shehrullah

Steps involved in setting up a helpdesk

Requirements with timelines:-

- To have a fixed a seat in the mauze to represent the services that we offer. (By 25th Shaban)
- Timing of helpdesk to be decided and shared. (By 20th Shaban)
- List of names of members from each mauze to carry out this task. (By 10th Shaban)
- Laptop/Desktop setup/Basic Equipment's (By 25th Shaban)
- Desk should have display banners, contact information, services provided information. (By 20th Shaban)
- Training if required to be provided (Between 20th to 25th Shaban)

Important - Deadline to complete all the above tasks is by 28th Shaban.

Please Note:- The Helpdesk should be functional from 01st Shehrullah in all mauze's.

Queries Handling

What can be handled at the helpdesk

Level 1-

Handle all queries related to the services listed below provided under **Tijaarat Rabehah** and **Qardan Hasana**. Mumineen should not be diverted to the helpline number unnecessarily if the query can be resolved at level 1.

- Advisory
- Business Counselling
- Industrial Development Division
- Partnership
- HR Consultancy
- Digital Transformation
- Renewable Energy
- Household Budget
- Business Plan
- TAP and LMS
- Qardan Hasana related queries

Level 2- Only escalate queries which cannot be resolved at level 1 via helpline number, email or ticket.

Common Type of Queries

To Help Answer Mumineen Queries

TWT su che?

Mane manufacturing ma su madad milse?

Umoor Iqtisadiyah su che?

Me wepar kem shuru karu?

Mara business nu promotion karso?

Mane Qardan Hasana jove che, me su karu?

me xyz wepar karu chu mane su faydo che?

Mane Business counselling vaste su karva nu?



Case Study Examples

A look at a practical case study example

Case
Study

01

Q. A mumin approaches you and wants to know is it possible for him to switch to renewable energy?

A. We will provide basic information about the initial steps and then connect them to an expert.

Q. A mumin comes to enquire about moving his business from retailing to manufacturing

A. We will evaluate his case and guide him with the necessary steps to be taken to move forward.

02

Case
Study

Different modes of Communication

How to connect with the Idaraah

Which are the different modes of communication channels that can be used?

1) Helpline – Mumineen can call on our dedicated helpline number **7977995253**.

A dedicated helpline number will be activated to handle complex queries which cannot be resolved at the helpdesk.

2) Ticket – Mumineen can visit the TWT website and raise a ticket as per their issue.

Training will be provided by the IT team regarding the ticketing tool and user access will be shared with the POC.

3) Email – Mumineen can send an email to a dedicated email id to address their concerns.

An email id will be created to deal with complex queries out of office hours.

Feedback and Evaluation

To gather feedback and evaluate for improvements

Different types of feedback

1) Individual Approach Feedback

2) Mumineen Feedback

3) Facilitator Feedback



To assess the effectiveness of help desk setups and make recommendations for improvement

QR code will be provided to gather feedback.

Umoor Iqtesadiyah

Help Desk Setup

Thank You