



Workflow Budgeting Tips & Tricks

Task	Completed
<p>1. Auto assigning tickets by type/subtype to enable proper assignment to proper resource.</p> <p>Action (Rock) Pick the top 3-5 type/subtypes and create AA by team.</p>	<input type="checkbox"/>
<p>2. Leverage budgeting field; by type/ subtype/item and client to to identify subtle areas you are losing time and performance and to optimize your output per technical resource.</p> <p>Action (Rock) Pick the top 8-10 type/subtypes and create 2 year budgets.</p>	<input type="checkbox"/>
<p>3. Use of KBAs – ensure you are building end user friendly documentation (SOPs, Run-books, KBAs). This helps lower level techs, potential ticket deflection/self service and creates an information friendly environment for new employees (turnover, outsourced, growth, off shore, etc).</p> <p>Action (Rock) Identify number of customer facing documents currently available, (3-10 per customer).</p>	<input type="checkbox"/>

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