

END USERS OF MHS IT SYSTEMS

BENEFITS OF TRANSITIONING TO THE MHS SERVICE HELPDESK



CUSTOMER SERVICE PORTAL

The Defense Health Agency (DHA) is making work life easier for End-Users! Unlike the previous ticket creation system (Remedy) used by the DHA Global Service Center (GSC), **the Military Health System (MHS) Service Helpdesk recognizes an End-User's profile.** Once an End-User logs into the MHS Service Helpdesk Customer Service Portal application, **their location information, name, email address, and phone number are automatically populated.**

The MHS Service Helpdesk eliminates the long GSC phone wait times by offering the End-User the opportunity to "Get Help". This feature will assist End-Users with completing their own cases by auto-filling End-User information to save time. Moreover, **the MHS Service Helpdesk streamlined End-User capabilities ultimately provide faster resolution of some IT issues.**

End-Users can search Knowledge Articles, Get Help, and request for goods and services from the Service Catalog all in a convenient location on the MHS Service Helpdesk Customer Service Portal. **The End-User will no longer waste time keying information into fields,** since they will auto-fill based on their profile, thus saving the End-User time!

The "Service Catalog" feature is an easy-to-use catalog. It provides End-Users with a simple way to order goods or services, such as password resetting, workstation moves, and scheduling video and telephone conferencing, using an easy-to-use process. **End-Users can complete their own requests without waiting on the phone, so they can get back to their mission.**

