

MLS Insight: A Day in the Life of an RMLS™ Help Desk Technician



The stellar RMLS™ Help Desk staff: Joanne Fulgaro, Ryan Jacobsen, and Serena Kendrick.

This post is part of MLS Insight, a series about how things work at RMLS™.

The RMLS™ Help Desk receives the highest scores of any department at RMLS™ on our annual Subscriber Satisfaction Survey. For the last three years running, they have garnered a 4 out of 5, or “Very Satisfied.” What makes the Help Desk tick?

To help answer that question I asked for the call log for a single day. That day turned out to be Monday, December 15, 2014. As it happened, Monday, December 15th turned out to be an average day at the call center. Eighty calls were received.

In the twelve months ending in November, there were just about 23,000 calls. The Help Desk is on duty 5-1/2 days a week, so the average number of calls per day is roughly 80.4 calls.

Calls on Monday, December 15th came from subscribers in offices located in 21 different cities and towns in Oregon and Washington. Everett, Washington, was the northernmost and Joseph, Oregon, the most easterly. Port Orford was both the most southern and most western location of a call received that day. Incidentally, Port Orford has the distinction of being the westernmost incorporated place in the lower 48 states. The highest number of calls came predictably from Portland at 27, followed by Vancouver, Washington, and Lake Oswego, Oregon, at ten each.

Almost three fourths of the calls—58—came from subscribers. Fourteen participant brokers, four appraisers, and three personal assistants called. One call was received from a non-member in central Oregon, looking for information about joining RMLS™.

The Help Desk technicians were able to resolve all but one of the 80 calls that same day. One call concerning a browser problem was carried over for resolution the next day. In that case, a session for the technician to use a remote desktop was scheduled the following day to delve further into the problem.

More than eighty percent of those 80 calls received on December 15th were handled by the Help Desk technicians. Most of the other 15 callers were referred to internal RMLS™ resources, primarily the Accounting, Membership, and Data Accuracy staff. In only three cases were subscribers redirected to other entities. On this day those were AOL, RPR, and SentiLock.

Fifty-four of the calls were about some functionality in RMLSweb, including 20 calls about password issues and 16 about Listing Load. These two areas are consistently at the top of

the call topics list. Other RMLSweb questions concerned searching of various kinds (4), report printing (3), inventory (2), and tax ID (2), leaving seven other unique RMLSweb questions. Other areas our answer folks provided help in were SentiLock (9), membership (6), Data Accuracy (4), and training classes (2). There were five calls about other topics such as transaction forms, RPR and IDX.

It was a full day of questions and answers at the Help Desk on Monday, December 15th, just like it is on most days. Thank you, Help Desk!

Next time we will talk about disaster recovery/business continuance planning at RMLS™. If you have any questions you would like to have answered, I encourage you to post a comment to this blog post.