

Why are there trainees at the helpdesk phone service?

It's because everyone benefits from this arrangement: the customer, Metropolia, and society as a whole.

Metropolia takes social responsibility by having a continuous rotation of three interns in the helpdesk phone service. Without beginners, there won't be professionals.

Thanks to this arrangement, we can maintain a markedly high level of service in the helpdesk. We always have eager and hardworking interns in the phone service who give their all to solve the customer's problem. The phone service handles the resolution and delegation of service requests received both in writing and over the phone.

Our hired experts in IT services handle tasks that the phone service cannot resolve. This arrangement gives the professionals peace to work and more time to solve the problems where their expertise is essential.

[Miksi helpdeskin puhelinpalvelun työntekijät ovat harjoittelijoita?](#)