

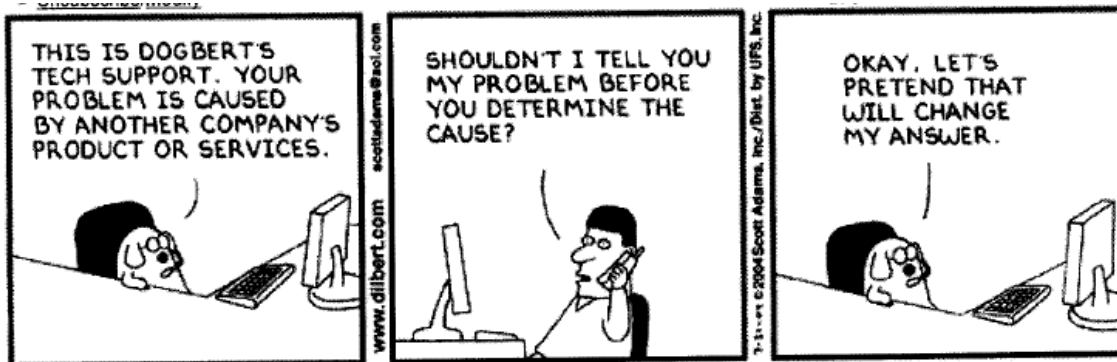
Customer Care Workshop 1

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Pre-workshop questionnaire

About Customer Care/Service:

- What does customer care mean? Think about it and we will discuss.
- Customer care is one of our main functions
- We have to look forward to customer satisfaction (we'll see that **this** means during the workshop)
- Our customers are all the users of our network and equipments, and in a way, also the RO ICT staff.
- We **all** do **our share of customer care**, not only help desk people!



1) What do users **really expect** when they call us for assistance?

- That we solve their problem?
- That we express concern about their problem?
- That we do their work?
- That we care about the malfunction?
- That we teach them something new about computers?

2) Think about the following phrases:

- A user prefers us to care about the problem, rather than have it solved.
- Users always expects us to solve their problem immediately
- Users exaggerate the impact of the problem on their job, so that they put more pressure on us to solve it faster

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Help Desk:

What we have to support according to policy:

- (paste corporate policy)

Rights of our customers:

What clients want:	What clients don't want:	What clients deserve from us

Guidelines to solve technical problems

USER SATISFACTION FIRST!!

When a user comes, writes or calls for help in solving a technical problem we proceed as follows:

- 1) **KEEPING USERS HAPPY IS THE FIRST PRIORITY. USERS ARE HAPPY IF WE SOLVE THE PROBLEM IN A FAST, EFFECTIVE AND CURTEOUS MANNER, BUT, IF WE CANNOT SOLVE IT IMMEDIATELY, THEY WILL BE HAPPY IF THEY KNOW WE ARE WORKING ON IT!!!**

So we keep the user informed about the issue:

- a. we tell him/her what we suspect the problem is
 - b. we tell him/her how long it will take us to determine the cause of the error
 - c. we contact him/her as soon as we have news
 - d. we let him/her know that we are working on their problem
 - e. at the end of the day if the problem has not been solved we call or send a message to let him/her know that we are working on it
 - f. We keep a list of all the problems and we don't forget to solve any of them!!! We categorize messages that have arrived at the ICT helpdesk mail account.
 - g. Once the help disk system is functional all support issues will have to be LOGGED
- 2) How to diagnose and solve the problem
 - a. Understand **from the user perspective** what the problem is, how long he/she has been experiencing it. From the words they use or past experience try to determine the user level (experienced?, new?), since this will help us understand how accurate the explanations will be. **REMEMBER USERS DON'T HAVE OUR KNOWLEDGE OF HOW TECHNOLOGY WORKS. TRY TO UNDERSTAND THE PROBLEM FROM THEIR POINT OF VIEW.** Use their same language to explain what the problem is.
 - b. Write down the problem on the spot. Always carry a note pad.
 - c. If possible have them show us what the problem is.
 - d. If you cannot solve the problem immediately, please tell the user when they should expect you or someone else from ICT Helpdesk to come back
 - e. Detect the source of the problem: try to identify what the cause of the problem is...is it network, software, hardware, configuration, maybe the user does not know how to do something?
 - f. Once the source of the problem is identified, try to solve. If it's a physical problem (a part is not working) try to borrow a similar part from other equipment (ask for permission), replace it, see if that was the source of the problem, and don't forget to return the part to the original equipment.
 - g. To solve the problem try to think about what **RESOURCES** are available to assist you: web site of the vendor, user groups, use search engines, manuals, etc

- 3) Once the problem is solved:

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- a. Explain to the user what the issue was and how you solved it (in simple terms please)
- b. Show the user that it has been solved. Make the point by trying to duplicate what the user was trying to do when he/she experienced the problem.
- c. If possible: Teach users how to avoid this problem again, how to improve what they do.
- d. Ask them if there is anything else that you can do, and let them know that you are available if there is anything else that they need.

Notes:

- Under-promise, over-deliver. Customers expect you to keep your word. Exceed it.
- If an equipment like a scanner is temporarily not working, we put an “out of order” sign while we are working on it, so that other people don’t waste their time trying to make it work
- If it’s a printer problem that will take long to repair, we remove the printer from the network.
- When working with any user on an issue, no matter how close you are as friends, please leave jokes aside. You can be friendly and light with them at other times when they are not stressed and concerned. Everything has its own time.
- Respect everyone equally. No matter what the person’s title, role, age, gender, nationality and ethnic background, you must respect them at the same level and give them equal attention.
- PROACTIVITY: The clients expect US to keep track of their request. We don’t have to expect **them** to remind **us** of it.
- When you have to work on the computer that belongs to a user, please keep in mind that it is good manners to:
 - 1) Request his/her permission before sitting at his/her machine. Explain to the user what you have to do and why.
 - 2) if the person is busy and what you have to do can wait, ask them at what time you can return and then come back by that time. If it can’t wait, tell them how long it will take you...before starting to work.
 - 3) if the person is not present and you have to do an urgent task, be careful with the files that you close or save (if the person has not logged off and workstation is not locked). It is preferably that you return later than to risk damaging another person’s work. Please remember to LOG OFF ADMIN and leave a note on the persons desk telling them that you had to login, so that they know.
 - 4) Please remember that even though computers are administered by us they may hold confidential information, and users consider them **THEIR** private spaces.

Exercise:

- How do we deal with an angry user?
- How do we deal with a VIP user?
- How do we deal with a user that knows technology? (and suggest he knows more than us!)
- What do we do when user wants us to do something we don’t really do (engraving machines, thuraya, personal notebooks)
- How do we react when a user wants us to break the Policies of ICT?