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| **Employee** | **Scenario**  Employee has an issue that needs to be addressed and for it to be dealt with, so they’ve decided to contact the company. | **Expectations**   * Friendly staff * Efficient service * Satisfied with the process and outcome |

Loyalty

Experience

Orientation

Decide

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| * Employee has a concern that needs to be addressed. * Decides to speak to someone in person since they’re at the company workplace.   “I wonder if any of my coworkers know who I should directly speak with?” | * Speaks to a colleague on their lunch break. * Colleague provides them with the support system to reach out to.   “I think I should send the email as soon as I get back to work after my lunch break.” | * Sends a message, receives a response that their issue has been dispatched to an agent and will be in touch soon. * Technical expert is assigned, employee is then provided with a request for their issue. * Employee tries to resolve their issue after their working hours.   “Maybe I should stay behind and get this resolved really quick so it’s out of the way.” | * Employee comes into work the following day and receives an email by the technical expert to find out if the issue has been resolved. * Issue is resolved, and employee is satisfied with the ticket now closed.   “Good job I reached out to them sooner rather than later!” |

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| **Emotions** | Concerned, curious | More calm, but eager to rush in | Determined, nervous, anxious | Satisfied, relieved |

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| **Opportunities:**   * Full customer support * Professional trained staff * Easy access to support system |

Employee contacts the company on a support channel

Ticketing system logs all communication between employee and agent into a single thread

Issue has been resolved by the employee

Support agent reaches out with a follow-up email to ensure issue is resolved

Employee tries to resolve the issue

Support agent provides a request to employee

Ticket assigned to technical support agent

Employee’s information is displayed

Ticketing system creates a ticket