## What is Customer Support

Customer support is a range of communication channels between the customer and the organisation, which provides tools to assist customers in making cost effective and correct use of the organisation’s product or service. These systems may include assistance in utilising, upgrading and maintenance of a product.

## 4 Attributes of Good Customer Support

1. Efficiency
2. Response Time
3. Clear contact details
4. Adaptability

## Why is Good Customer Support of benefit to an organisation

Good customer support is of benefit to an organisation as it provides opportunities for nurturing increased business growth and increased efficiency within the organisation. It also provides critical learning experience for the sales and technical teams with direct user feedback. Finally, client satisfaction also directly influences the working environment of any organisation: with increased customer satisfaction comes less pressure on employees, creating a more comfortable and relaxed corporate atmosphere. This in turn encourages employees to work to their maximum capacity.

## How to load and run a windows diagnostic disk

1. Insert your Windows Installation disk or USB Flash drive, or system repair disk and then shut down your computer.
2. Restart your computer using the computer’s power button.
3. When prompted, press any key and then follow the instructions that appear.
   1. On the install Windows page, or on the System Recovery options page, choose your language and other preferences and then click next.
   2. If neither the ‘Install Windows’ page nor the ‘System Recovery Options’ page appears, and you’re not asked to press any key; you might need to change some system settings. Please follow our ‘changing the default boot drive’ guide here.
4. Click a tool to open it.

## How to boot from an emergency boot disk

1. Insert your Windows Installation disk or USB Flash drive, or system repair disk and then shut down your computer.
2. Restart your computer using the computer’s power button.
3. When prompted, press any key and then follow the instructions that appear.
   1. On the install Windows page, or on the System Recovery options page, choose your language and other preferences and then click next.
   2. If neither the ‘Install Windows’ page nor the ‘System Recovery Options’ page appears, and you’re not asked to press any key; you might need to change some system settings. Please follow our ‘changing the default boot drive’ guide here.

## How to install a new printer driver

1. Locate the software/driver for your product on our website and click on the download link.
2. Follow the instructions on your computer screen to save the file to your hard disk.
3. Click on the downloaded file to begin driver installation.
4. Follow through the rest of the steps and the printer will be added.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Customer Details | | | | | | |
| Account Number | Name | Department | | Date | | Time |
|  |  |  | |  | |  |
| Issue | | | | | | |
| Type of problem | Hardware |  | | Software | |  |
| Frequency of problem | |  | | | | |
| Symptoms of problem | |  | | | | |
| Environment/Other Users | |  | | | | |
| Hardware Details | | | | | | |
| Serial Number | | |  | | | |
| Processor/Ram | | |  | | | |
| Accessories | | |  | | | |
| Additional Devices | | |  | | | |
| Any recent changes | | |  | | | |
| History of the Computer | | |  | | | |
| Software Details | | | | | | |
| What Operating System are you using? | | |  | | | |
| What version of the software are you using? | | |  | | | |
| Anti-virus/Firewall | | |  | |  | |
| Installed anything recently | | |  | | | |
| Troubleshooting | | | | | | |
| Action taken | | |  | | | |
| Time of Resolution | | |  | | | |
| Ticket Closed | | |  | | | |
| Priority | | |  | | | |

### What is a trend?

A trend is a prevailing tendency, towards a particular issue, that one or more, customer may be experiencing.

### Types of trends

1. Connection difficulties
2. Issues since patching
3. Difficulties installing the client

### Possible Solutions

1. Moving from a wireless to a wired solution
2. Uninstall and reinstall the software
3. Ensure you meet the minimum specifications.

## 10 questions a CSR should/may ask a customer with an issue

1. How may I help you today?
2. May I please have your account details?
3. What steps have you tried, to resolve this issue?
4. What system are you operating on?
5. What device are you operating on?
6. Have there been any recent modifications to your system?
7. How often do you experience this issue?
8. Are you using an anti-virus which may be causing issues?
9. Is anyone else experiencing this issue?
10. Is there anything else I can help you with today?
11. How long was your wait on hold before speaking with our customer service representative?
    1. Not long at all
    2. Slightly long
    3. Moderately long
    4. Quite long
    5. Extremely long
12. How well did you feel our customer service representative understood your issue?
    1. Extremely well
    2. Quite well
    3. Moderately well
    4. Slightly well
    5. Not well at all
13. How eager to help you were the customer service representatives at our company?
    1. Extremely eager
    2. Very eager
    3. Moderately eager
    4. Slightly eager
    5. Not eager at all
14. How efficient would you say that our customer service representative solved your issue or answered your question?
    1. Extremely efficiently
    2. Very efficiently
    3. Moderately efficiently
    4. Slightly efficiently
    5. Not efficiently at all
15. How knowledgeable did our customer service representative seem to you?
    1. Extremely knowledgeable
    2. Quite knowledgeable
    3. Moderately knowledgeable
    4. Slightly knowledgeable
    5. Not knowledgeable at all
16. How clear was the information that our customer service representative provided you?
    1. Extremely clear
    2. Quite clear
    3. Moderately clear
    4. Slightly clear
    5. Not clear at all
17. How many of your questions/problems did the customer service representative at our company resolve?
    1. All of them
    2. Most of them
    3. About half of them
    4. Some of them
    5. None of them
18. How helpful was our customer service representative?
    1. Extremely helpful
    2. Quite helpful
    3. Moderately helpful
    4. Slightly helpful
    5. Not helpful at all
19. Overall, are you satisfied with the customer service you received?
    1. Extremely satisfied
    2. Quite satisfied
    3. Moderately satisfied
    4. Slightly satisfied
    5. Not satisfied at all
20. Would you recommend our company to a friend or colleague?

Yes No