



February Tech Meeting

HOME SERVICE NETWORK

Meeting Contents



- January's Winners
- Awards by Branch
- Ride Along Comparison
- Good Service VS Bad Service
- Sending SMS from STG
- VD Product Repair Guide
- Requirement of four photos(DEMO)



Dale Jung
Robert Won

January's Winners

- 1 Dale Jung - \$1000
- 2 Robert Won - \$1000

Score Calculation Method

Total Points = QTY Score + NPS Points

| Count (QTY) | SCORE POINT |
|-------------|-------------|
| 40 | 50 |
| 30 | 40 |
| 20 | 30 |
| 10 | 20 |

| Tech | Regio | Cour | CntSc | TtlSc | NPS | NPSSc | TTLN |
|---------------------|-------|------|-------|-------|-------|-------|------|
| Dale Jung | PAP | 32 | 40.0 | 2400 | 75.0 | 40.0 | 80.0 |
| Robert Won | MDB | 18 | 20.0 | 1700 | 94.4 | 50.0 | 70.0 |
| Austin Perry | NYR | 22 | 30.0 | 1700 | 77.3 | 40.0 | 70.0 |
| Taras Pankivskyi | FLO | 21 | 30.0 | 1600 | 76.2 | 40.0 | 70.0 |
| Sungwoo Hong | PAP | 23 | 30.0 | 1700 | 73.9 | 40.0 | 70.0 |
| Il Heung Park | NJB | 16 | 20.0 | 1400 | 87.5 | 45.0 | 65.0 |
| Dongyong Seo | MDB | 16 | 20.0 | 1300 | 81.3 | 45.0 | 65.0 |
| Oleh Borysovskyy | MDB | 12 | 20.0 | 900 | 75.0 | 40.0 | 60.0 |
| Michael A. Peterson | NJB | 15 | 20.0 | 1100 | 73.3 | 40.0 | 60.0 |
| Young Choi | NJB | 18 | 20.0 | 1300 | 72.2 | 40.0 | 60.0 |
| Vyacheslav Ivankiv | NJB | 18 | 20.0 | 1300 | 72.2 | 40.0 | 60.0 |
| Cheon Ho Lee | NYL | 20 | 30.0 | 1100 | 75.0 | 40.0 | 60.0 |
| Sapan Pankivskyi | NYR | 21 | 30.0 | 1100 | 72.4 | 30.0 | 60.0 |
| Hyeonho Ki | PAP | 16 | 20.0 | 1100 | 68.8 | 35.0 | 55.0 |
| Chansoo Kim | MDB | 12 | 20.0 | 800 | 66.7 | 35.0 | 55.0 |
| Jinhyung Meang | MDB | 15 | 20.0 | 1000 | 66.7 | 35.0 | 55.0 |
| Andy Son | PAP | 12 | 20.0 | 800 | 66.7 | 35.0 | 55.0 |
| Seo Min Lee | MDB | 12 | 20.0 | 1100 | 64.7 | 35.0 | 55.0 |
| Seung Ho Lee | MDB | 12 | 20.0 | 1000 | 62.5 | 35.0 | 55.0 |
| Sam Kowalczuk | NYR | 16 | 20.0 | 1000 | 62.5 | 35.0 | 55.0 |
| Jiman Kim | PAP | 18 | 20.0 | 1100 | 61.1 | 35.0 | 55.0 |
| Jaehong Lim | NYR | 22 | 30.0 | 900 | 40.9 | 25.0 | 55.0 |
| Yoon Boonwong | FLO | 2 | 0.0 | 200 | 100.0 | 50.0 | 50.0 |
| Tinh Le | FLO | 5 | 0.0 | 500 | 100.0 | 50.0 | 50.0 |
| Jimmy Han | NJB | 4 | 0.0 | 400 | 100.0 | 50.0 | 50.0 |
| James Song | NYL | 12 | 20.0 | 600 | 50.0 | 25.0 | 45.0 |
| Kwan Keun Lee | NJB | 15 | 20.0 | 700 | 46.7 | 25.0 | 45.0 |
| Mark Lindo | FLO | 12 | 20.0 | 500 | 41.7 | 25.0 | 45.0 |
| Marcus Leslie | PAP | 12 | 20.0 | 500 | 41.7 | 25.0 | 45.0 |
| Michael Colinet | NJB | 5 | 0.0 | 400 | 40.0 | 20.0 | 40.0 |
| Rodney Montesino | NJB | 100 | 0.0 | 400 | 50 | 40.0 | 40.0 |
| Marcos Villar | NJB | 90 | 0.0 | 500 | 45 | 40.0 | 40.0 |
| Richard Rampersaud | FLO | 80 | 20.0 | 700 | 40 | 20.0 | 40.0 |
| Sungjun Park | NYL | 5 | 0.0 | 500 | 40 | 30.0 | 30.0 |
| Javier Villar | NJB | 70 | 0.0 | 400 | 35 | 25.0 | 25.0 |
| Denny Jang | PAP | 30 | 0.0 | 100 | 0 | 20.0 | 20.0 |
| Mariano Martinez | NYR | 20 | 20.0 | 400 | 0 | 0.0 | 20.0 |
| Sangyong Nam | MDB | 10 | 20.0 | 200 | 0 | 0.0 | 20.0 |
| Andrew Jang | MDR | 10 | 20.0 | 200 | 0 | 0.0 | 20.0 |
| Deandre Peart | FLO | 0 | 20.0 | 200 | 0 | 0.0 | 20.0 |
| Junhan Kim | NJB | 12 | 20.0 | 100 | 8.3 | 0.0 | 20.0 |
| Gangseol Suh | MDB | 11 | 20.0 | -100 | -9.1 | 0.0 | 20.0 |
| Sungeun Kim | NYL | 11 | 20.0 | -100 | -9.1 | 0.0 | 20.0 |
| Andrey Yakushev | PAP | 7 | 0.0 | 200 | 28.6 | 0.0 | 0.0 |
| Jonas Williams | NYR | 7 | 0.0 | 100 | 14.3 | 0.0 | 0.0 |
| Carlos Gomez | FLO | 5 | 0.0 | 0 | 0.0 | 0.0 | 0.0 |
| Minhyeok Kang | MDB | 4 | 0.0 | 0 | 0.0 | 0.0 | 0.0 |
| Davieri Bernal | NYL | 6 | 0.0 | -300 | -50.0 | 0.0 | 0.0 |

Awards by Branch

\$2000.00

Our company will be awarding bonuses to each branch based on their NPS performance,
And the branch with the highest score will receive \$2000
Please refer to the table below for the NPS scores January 2025.

| Branch | JAN 2025 | |
|--------|----------|------|
| | Survey | NPS |
| FLO | 78 | 47.4 |
| MDB | 145 | 55.9 |
| NJB | 125 | 62.4 |
| NYL | 51 | 21.6 |
| NYR | 61 | 52.5 |
| PAP | 141 | 65.2 |
| SBB | 79 | 60.8 |
| Total | 710 | 55.6 |



**WINNER
BRANCH
: PA**



How to count NPS score and How to manage NPS score

NPS score count: $\text{Total Survey Rate score} / \text{Survey count} = \text{NPS score}$

Survey Rate score 10 to 9 = +100 pts

Survey Rate Score 8 to 7 = 0 pts

Survey Rate Score 6 to 1 = -100 pts

Please explain to the customer that the Samsung Survey is all about **the Technician** and has nothing to do with **the product** or the **Customer Service Representative (CSR)**.

If the customer is **satisfied with the service** but dislikes the other situation or other complaints, Please let the customer know that on Survey, there are writing comment section on the survey after giving out the Survey Rating Score between 9 and 10.

** Please check the below 2 pages, there are good examples that the technician could of got the good score if explained to the customer that the Survey was all about the Technician.
The customers were satisfied with the service but gave a Survey rate of 8 and below. **

NPS Score is all about the Technician



Reason for Score

😊 The **repairman** were very **good**. 😞 We were expected to remove 77" TV on wall and we are elderly. 😞 They did send 2 men but we had to sign waver for that. 😞 And had to wait a **day** longer to **schedule**.

Rate: 8/10
score: 0



Reason for Score

😊 **Tech** was **efficient** and seemed prepared 😞 However getting the service **appointment** was very **difficult**.

Topics: People - Knowledge/Expertise Repair Service - Appointment Scheduling

Other Comments

😞 My comment is that I would not buy another Samsung Fridge. 😞 It's just over 1 year old and it broke down and had Freon leak. 😞 **Bad product** as I know there will always be leaks and repairs. 😞 Extremely disappointing.

Rate: 7/10
score: 0



Reason for Score

😊 **Great service**. 😞 Getting the service to happen was challenging. 😊 Spent easily 6 hours on making it happen. 😊 But when it was scheduled, it was **fast and service was very good**

Other Comments

😞 The multiple closings of my ticket that had to be reopened by going through multiple steps and making **multiple calls** between Samsung and HSN was insane. 😊 I did finally get the work done 😞 but the effort to get there was outrageous.

Rate: 8/10
score: 0

NPS Score is all about the Technician



Reason for Score

😊 The **technician** was very **professional**, 😞 but my experience with Samsung's washing machines was not a good one. 😞 This is my second Samsung wash machine my first one I have problems and now my second one I have problems brand new out the pack with bad **parts**.

Rate : 5/10
score: -100



Reason for Score

😞 I will never make a large \$ purchase of a Samsung device ever again based on the customer support from Samsung all around. 😞 It took two weeks for a tech to come **diagnose** my **TV** to tell me to buy a new one. 😞 I couldn't have been friendlier throughout this process of terrible over the phone **support**, and text **support was infuriating** and I kept **my cool**. 😊 I **loved the product** and learned a lesson. 😞 Get the extended warranty, cause they don't make 'em' like they used to and same goes for customer service. 😞 Nobody's nice anymore, it's like "Screw you for not **buying** the warranty on this **piece** of garbage product we represent"

Topics: Emotion - Anger Repair Service - Parts Product - Satisfaction Repair Service - Diagnosis

Rate : 1/10
score: -100

Other Comments

😞 The **tech** was **fine**. 😊 It was everything leading up to the technician



Reason for Score

😞 My refrigerator was down for a month. 😞 I will make sure that no one I know buy your product. 😞 As your **support team is disgusting**.

Topics: Emotion - Disgust

Rate : 0/10
score: -100

Other Comments

😞 Your question above is stupid. 😞 How come you say preferred date when I was never given the option of any thing and the earliest was 10 days ahead.

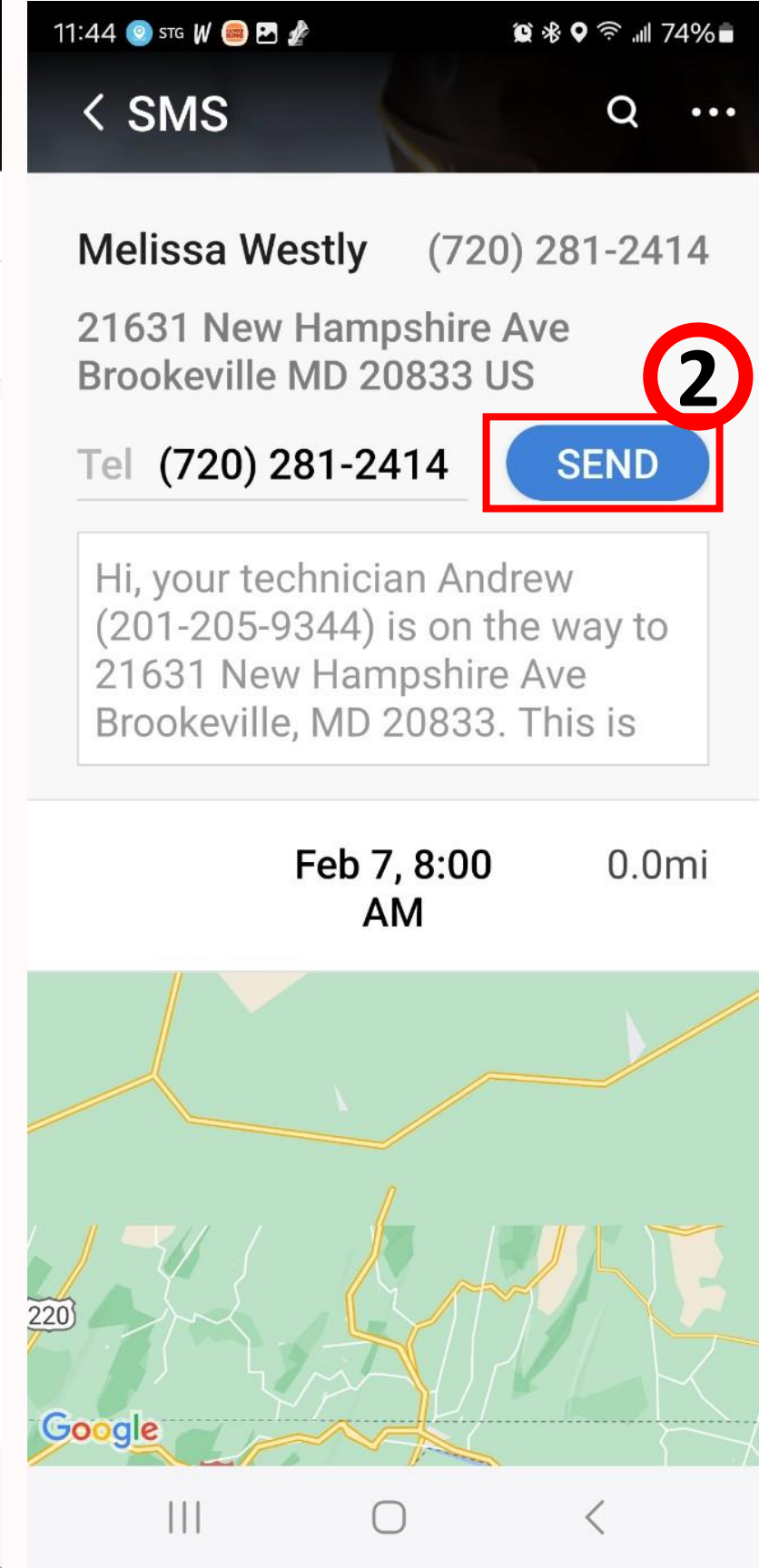
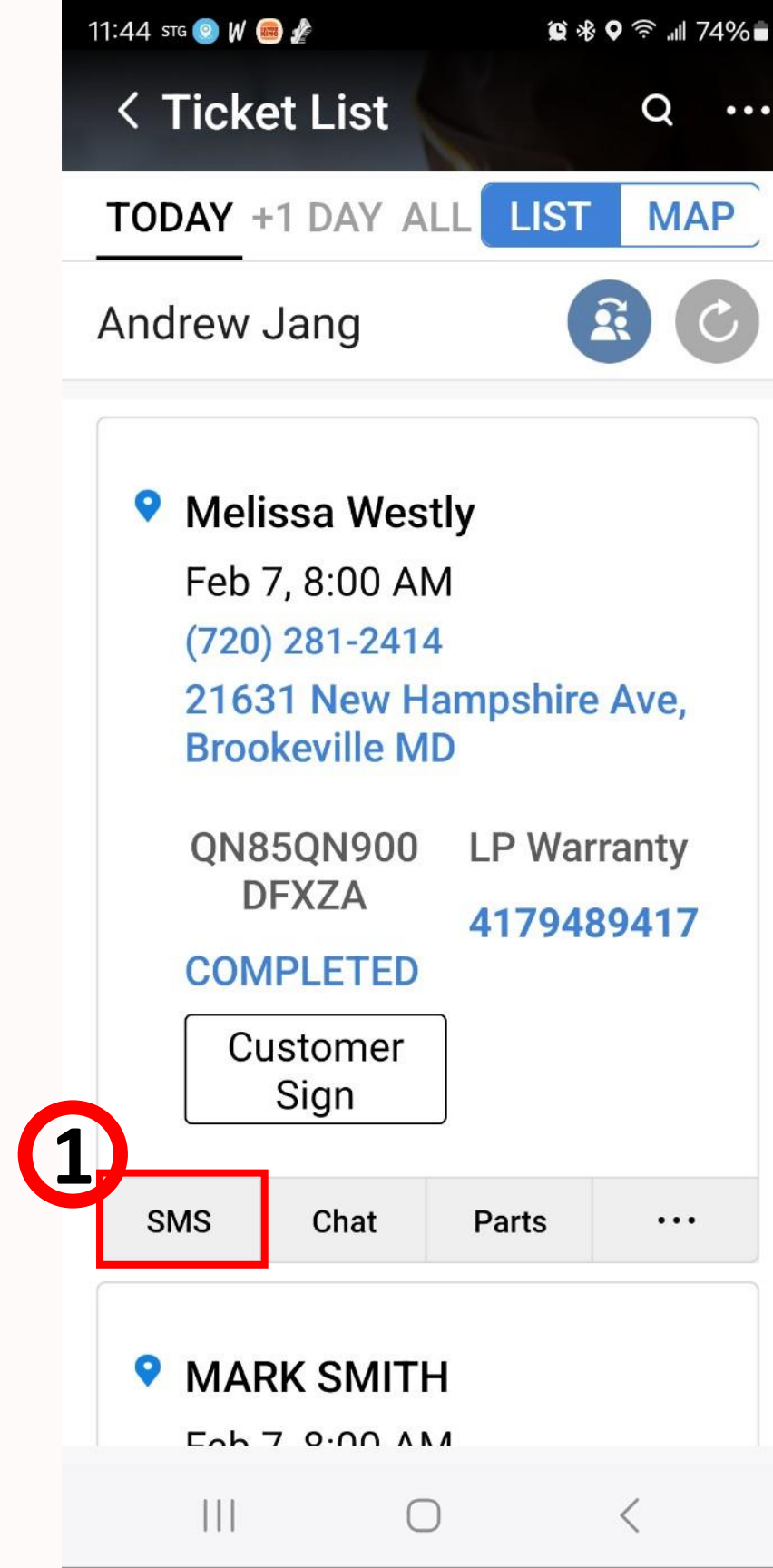
Good Way to increase NPS score VS Way to decrease NPS score

| Good way to increase NPS Score | Reason why decrease NPS Score |
|--|---|
| Make a call prior repair and introduce clearly before repair | No call prior and introduce to the customer |
| Listen and let the CX engage to explain the issue | Rude behavior |
| Provide good repair service | Lack of communication with CX |
| Provide a detailed explanation after repair | Rush during the repair |
| Clean the area after work | Not mention about the NPS Survey |
| Explain about the NPS Survey | |

Sending SMS from STG is Mandatory

- SMS Sending Limitation on ER Mobile Version:
We can no longer send SMS through the ER mobile version.
- New Procedure:
SMS must now be sent to a customer via STG.
ER does not sync with STG.
- Reminder:
Don't forget to contact the customer via SMS before arriving at their home.
*** Samsung will not count the % usage SMS, if SMS sent via ER. ***

If you click as shown
in the picture on the side,
you can send SMS



Video display (VD) Product Repair Guide

From SS product support



Step-by-Step

Follow the guide
below Chart for
solution



Troubleshooting

Quickly diagnose
symptom and resolve
issue refer below
Chart



Tips & Tricks

Learn expert
techniques for
efficient solution.
Utilize below Chart.

Please utilize below chart
page as guideline to fix VD



| Issue Type | Symptoms | Solution | Contact TCC? |
|---|--|---|--------------|
| No Power | No power at all | Follow the attached panel defect triage guide to determine the correct part | - |
| 2 Red Blink Panel Defect | 2 red blinks led light | Replace the panel | - |
| No Picture but Sound | No picture, but sound is heard | Replace the panel | - |
| Flickering | Picture flickers or goes black (no reboot) | Replace the panel | - |
| Intermittent Power with Tcon Error | Intermittent power issue with Tcon error | Replace the panel | - |
| Power Cycling (Reboot with Logo) | Reboots continuously with logo on screen | Replace the main board | - |
| Intermittent Picture Freeze or App Freeze with RS Error | Picture freeze or app freeze with RS error (intermittent) | Replace the panel (even if intermittent, do not contact TCC for NDF confirmation) | No |
| Wi-Fi Connection Issue | Intermittent Wi-Fi connection issue | Replace the main board/WLAN (even if intermittent, do not contact TCC for NDF confirmation) | No |
| HDMI Connection Issue | HDMI connection issue (intermittent) | Replace the main board (even if intermittent, do not contact TCC for NDF confirmation) | No |
| One Connect Box Model (Frame TV, 8K) | - | - | - |
| a. Power Cycling (Reboot with Logo) | Reboots continuously with logo | Replace TV main board/AOC | - |
| b. Intermittent No Power with SERDES Error | Intermittent no power with SERDES error | Replace TV main board/AOC | - |
| c. No Power with OCB Disconnection Logo | No power with OCB disconnection logo | Replace TV main board/OCB main/AOC, then contact TCC for MPU verification | Yes |
| d. No Power with Clicking Noise | No power with a clicking noise | Replace OCB SMPS | - |
| Panel Issues | Minor bright/dark spots, uniformity issue, uneven brightness | Replace the panel (even if just looks minor) | No |
| Vertical Bar (Solid Black) | Vertical solid black bar | Replace panel/FFC cable | - |
| Vertical Bar (Digital Noise) | Vertical bar with digital noise | Replace panel/main/FFC cable; contact TCC for MPU verification | Yes |

Requirement of four photos (DEMO)

- Full shot: Purpose of checking the status of the displayed unit location
- Two close upshots: Purpose of checking damaged areas and after repair
- Label sticker shot: Purpose of verifying the information of Model & S/N

1. Serial Tag



2. Location



3. Damaged areas
(Indicate damaged areas)

DA61-16460A



4. After Repair
(Same position with 2.)



Defect Code and Repair Code Proper input information

Per Samsung request, We must use proper input Defect code and Repair code for NDF tickets.

From now on All NDF tickets and Inspection tickets Must input

Defect code as *NDFX (No defected found)*

Repair code as *CUST (Customer education)*

to leave the ticket under Auto complete

Please reach out Triage team at anytime for any question.

NDF Input code (Desktop Version)

Ticket # Refresh BFSC047 IW LED TV 0d Confirmed ML 02/18

General Information **Service Tracking** Repair Parts SAW Compensation Other Information Billing Advanced

► Service Information

Service Branch BFSC047

Engineer) ☐ Change Local-Tech, too

Status / Reason Confirmed (Ready for Service)

Defect Code

Repair Code

Installation Problem Target

Symptom Code

Special Comment

Remark

► Job Information

1st Cx Call Attempt

ASC 1st App

ASC Last App

Cx Preferred Date

► Inquiry

KYBD (KEY BOARD ERROR)

LAUD (Low Audio Poor, Audio, Feedback)

LKUP (Looks up)

LOAD (Load/Unload/Eject Malfunction)

MAJO (MAJOR PART REPLACEMENT(LCD,MAIN,LENS))

MECU (Mechanism Locked)

MEMY (Memory Malfunction)

MIST (Missing items)

NDFX (No defect found)

NEVF (EVRF NO PICTURE, NO VIDEO DEFECT)

NOIS (Mech Noise Or Vibration)

NONE (No Complaint Given)

NOOP (NO OPERATION)

Ticket # Refresh BFSC047 IW LED TV 0d Confirmed ML

General Information **Service Tracking** Repair Parts SAW Compensation Other Information

► Service Information

Service Branch BFSC047

Engineer) ☐ Change Local-

Status / Reason Confirmed (Ready for Service)

Defect Code

Repair Code

Installation Problem Target

Symptom Code

Special Comment

Remark

► Job Information

1st Cx Call Attempt

ASC 1st App

ASC Last App

Cx Preferred Date

► Inquiry

★ DPRT (DEFECTIVE PART REPLACEMENT)

★ CE01 (Customer Education)

★ PTEL (Part replaced-electrical(ref#))

★ 59 (REPLACED MAJOR COMPONENT PART)

★ CUST (Customer Education)

★ AAUT (Mechanical Adjustment)

★ EXCP (Exchange)

19 (CLEAN)

300 (NOT QUALIFIED DOA RTN- EXCEEDS 30 DAYS)

301 (NOT QUALIFIED DOA RTN- INCOMPLETE)

53 (BER - ABUSE, NOT REPAIRABLE)

59 (REPLACED MAJOR COMPONENT PART)

Ticket # Refresh BFSC303 IW Washing Machine 6d C

General Information **Service Tracking** Repair Parts SAW Compensation Other Information

► Service Information

Service Branch BFSC303

Engineer) ☐ Change Local-Tech

Status / Reason **Repair Completed**

Defect Code NDFX (No defect found)

Repair Code ★ CUST (Customer Education)

Installation Problem Target

Symptom Code 07 - Smell / Smoke

Special Comment Save ticket information at mobile

Remark (special remark for claim or part)

► Job Information

1st Cx Call Attempt 02/10/2025 17:38:51

ASC 1st App 02/12/2025 093000

ASC Last App 02/13/2025 9:00 AM - 1:00 PM EST. TA

Cx Preferred Date mm/dd/yyyy 000000 Any

► Inquiry

We **MUST** input Proper **Defect code** and **Repair code** for **NDF (No Defect Found)** situation.
From now on All NDF situation tickets Must input **Defect code** as **NDFX(No defected found)** , and
Repair code as **CUST (Customer education)**
Please refer picture above.

NDF Input code (Mobile version)

| | |
|------------------------------------|--------------------------------------|
| Model Code | MECH (Mechanism does not work) |
| Manufacturer | MECJ (Mechanism jammed) |
| | MEMY (Memory Malfunction) |
| Documents | MISS (Missing component) |
| | MIST (Missing items) |
| Version | MOTR (Does Not Rotate) |
| Serial No | NCOI (Not cooling intermittent) |
| Purchase Date | NCOO (Unit does not cool) |
| Warranty Term | NDFX (No defect found) |
| Warranty Remark | NLED (NO LEDs) |
| RB Check | NOCK (COOKING NOT WORKING) |
| Symptom & Repair | NOIS (Mech Noise Or Vibration) |
| Service Type | NONE (No Complaint Given) |
| | NOPF (No problem found) |
| Symptom | NPOW (No Power(PC)) |
| Remark | OAUD (No Audio, One Channel) |
| Defect | |
| Repair | |
| Report Installation Problem Repair | > REPORT INSTALLATION RELATED REPAIR |

| | |
|------------------------------------|--|
| Model Code | ★ CE01 (Customer Education) |
| Manufacturer | ★ PTEL (Part replaced-electrical(ref#)) |
| | ★ 59 (REPLACED MAJOR COMPONENT PART) |
| Documents | ★ CUST (Customer Education) |
| | ★ AA01 (Mechanical Adjustment) |
| Version | ★ EXCP (Exchange) |
| Serial No | ★ 256 (REPAIR COMPLETE) |
| Purchase Date | ★ RCLL (RECALL) |
| Warranty Term | 111 (RF COMPLIANCE/CALIBRATION TEST PASSED) |
| Warranty Remark | 19 (CLEAN) |
| RB Check | 208 (COMPLEX REPAIR COMPLETE) |
| Symptom & Repair | 212 (QUALIFIED DOA RETURN) |
| Service Type | 222 (DIAGNOSTIC INSPECTION COMPLETED) |
| | 256 (REPAIR COMPLETE) |
| Symptom | 266 (MECHANICAL ADJUST) |
| Remark | 300 (NOT QUALIFIED DOA RTN- EXCEEDS 30 DAYS) |
| Defect | 301 (NOT QUALIFIED DOA RTN- INCOMPLETE) |
| Repair | |
| Report Installation Problem Repair | > REPORT INSTALLATION RELATED REPAIR |

| | | |
|------------------------|--|-----------------|
| Model Code | LC49RG90SSNXZA | Has WiFi |
| Manufacturer | Samsung | |
| | > Exploded View | |
| | > Service Bulletin | |
| Documents | > Service Manual | |
| | > Training Manual | |
| | > User's Manual | |
| Version | CA03 | |
| Serial No | 094JHCSTA01243P | |
| Purchase Date | | |
| Warranty Term | One time Extension (PY | Warranty Detail |
| Warranty Remark | Labor (2023-12-31), Parts (2023-12-31) | |
| RB Check | Warranty Extension granted by Call Center. | |
| Symptom & Repair Guide | | |
| Service Type | In Home | |
| | | |
| Symptom | 11 - PIP | |
| | 02 - Non technical | |
| Remark | | |
| Defect | NDFX (No defect found) | |
| | (defect description) | |
| Repair | ★ CUST (Customer Education) | |
| | (repair description) | |
| Problem Repair | | |

We **MUST** input Proper **Defect code** and **Repair code** for **NDF (No Defect Found)** situation.
From now on All NDF situation tickets Must input **Defect code** as **NDFX(No defected found)** , and **Repair code** as **CUST (Customer education)**
Please refer picture above.