Voyager Software

Zoe Chang



Part 1.

Zoe Chang is a software engineer working for Voyager Software. Zoe has been with Voyager for 2 years and she is in the user interface team led by Simon Wu. Zoe is a user interface specialist and her particular responsibilities include designing the user interface for the new PowerWarp product.

One Friday evening just before a holiday weekend Zoe is finishing her work and it is quite late in the evening and there are very few people left in the office. On returning to her desk on the way back from the coffee area Zoe hears a phone ringing on one of the service teams’ desk. The sevice team has left for the weekend and this is perfectly normal as Voyagers hours are 8.30 am to 7.30 pm and it is now nearly 8.30pm.

Although Zoe is tempted to ignore the call, she remembers a “Be Customer Orientated” speech made by the CEO a few eeks ago as part of a “Voyager Values” training session and she crosses the office and picks up the phone.

She remembers from the training always to sound friendly and she says “hello my name is Zoe how can I help you?”

On the phone a worried sounding voice says “I hope you can” and the voice goes on to explain that he is Tony Lo a Project Leader for Beijing Telecom and he is working on the installation of the PowerWarp product in Beijing Telecom. Apparently Beijing Telecom are planning to go live with PoweWarp after the holidays and Tony has a team doing the final tests over the weekend. Tony Lo explains that they have found some problems with the way that they have configured the product and as a result the system is not working properly. Tony also explains that he has to decide by 9.00pm Saturday evening for a go / no go for the system going live after the holiday on Tuesday. He explains that right now he has no alternative but to stop the system going live which would be embassing for him, his boss the CTO of Beijing Telecom and of course Voyager Software.

Zoe is well aware of the importance of Beijing Telecom as a customer but it is Friday evening on a holiday weekend and there is nobody else in the office.

1. What should Zoe do?

Part 2.

Zoe remembers that for the customer it is important to feel that someone “owns” their problem inside Voyager and so she tells Tony Lo “Tony please don’t worry, please give an overview of the problem and then please give me 30 minutes and I will call you back with a plan, can I have your mobile number please, my number is 021 8889 6653.”

Tony Lo then gives Zoe an overview of the problem and awaits Zoe’s call.

1. How do you think Tony Lo feels at this point?

Part 3.

1. If Voyager Software is truly Customer Orientated, what will happen next?
2. What procedures should Voyager have in place to be truly Customer Orientated?