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**Unit 2 Graded Exercise 2: Resolving Conflict**

**1) Bert (users who complain)**

**Example Responses from IT Support Technician:**

* **“**Let me take down some notes for current problem and escalate to the appropriate authority, maybe they can better support you regarding your concerns.**”**
* **“**If you like, I can request a refund for the product or submit a request to upgrade your service.**”**

**What are the things to keep in mind when working with a user that is complaining?**

It is important to remember not to be defensive about complaints. As a professional service technician, complaints are valuable source of feedback & suggestions for future product & service enhancements. It is important to not direct any complaints or take them personally.

**2) Bruce: (Power User)**

**Example Response from IT Support Technician:**

* **“**Thank you for your inquiry, let’s work together to find the best appropriate solution for this issue. **”**
* **“**The problem you called about is unique so more information will be needed in order for us to assist you. We may need to conduct a phone call to better understand the nature of the issue. Can I ask what is the best number to reach you?**”**

**What are the things to keep in mind when working with a user that is complaining?**

Power users usually like to use an authoritative tone because they feel they are important users. Remembering that service technicians' job is not to diminish a user’s sense of self-importance but to resolve their problem. Avoid an argumentative approach with power users.

**3) Shelly (Incidents that get off Track)**

**Example Response from IT Support Technician:**

* **“**I apologize if your problem has not been resolved yet, I will review the status of the incident and contact you with an update on the resolution.**”**
* **“** I apologize if we haven’t made any progress on this problem as of yet. Let me take a fresh approach to resolving your situation. Can I ask a few simple questions for some additional information? **”**

**What are the things to keep in mind when working with a user that is complaining?**

Some problems may fall of track and end up past its deadline. Sometimes a user may go on vacation and find that their problem has not been resolved. In this situation, a professional service technician should apologize for the incident & attempt to refocus on the issue. A service tech should also attempt to follow-up with the user on the issue, via email communication if possible.

**4) Randy: (User who is abusive)**

**Example Response from IT Support Technician:**

* **“**Thank you for your inquiry, however, in order to proceed, we need to maintain a professional level of interaction and not include any derogatory language. I understand you are frustrated and my goal is to achieve a solution. Can you agree to maintain a professional tone going forward?**”**
* **“** I am sorry, if we cannot use a more appropriate language then I don’t believe we are going to be able to make any progress on this problem. Thank you for your call and I hope you have a wonderful day. **”**

**What are the things to keep in mind when working with a user that is complaining?**

Abusive users are rude, use inappropriate language or make personal attacks on a support agent. The challenge of an agent is to transform the incident into something that they can control. Inform the client that they cannot continue business unless they are willing to agree to use a more appropriate language. Once we are able to professionally engage business with the client, we can try to transform an abusive situation into something positive and satisfying for the client.

**5) Jack (user who is reluctant to respond)**

**Example Responses from IT support technician:**

* **“** Can you read to me what it says in the error box? **”**
* **“** I would like to ask you few questions. Feel free to answer with a simple yes or no. **”**

**What are the things to keep in mind when working with a user that is complaining?**

Some users are reluctant to respond because they are either confused, lack confidence or do not understand an agent’s question. In the current example, it seems that the user was confused & thought that the issue was resolved. Maybe this is because they found the responding email to be complex to under.stand. In this situation, a service technician should simplify their language & use simple directions to troubleshoot or resolve an end user’s problem.

**6) Elena (Who will not stop responding)**

**Example Responses from IT support technician:**

* **“**Thank you for your email. I am glad that we were able to successfully assist you with the setup of your phone! If you have any other issues, please contact us and a member of our team will be happy to assist you. Have a nice day!**”**
* **“**Thank you for your response, I am glad to be able to assist you regarding your issue, today. Feel free to contact for any further assistance & have a wonderful day **”**

**What are the things to keep in mind when working with a user that is complaining?**

According to the reading, some users have a hard time to let go of a problem. Even after a problem has been resolved with satisfactory results. They may continue to explain how bad it was or how it was similar it was with another problem. A key tactic to use in this situation is to be able to provide closure to an incident without providing any leads to additional conversation, also provide a thank you to the user with the resolve.