

Maxi Software 800 Telephone Number Help Desk

Maxi Software is a developer and supplier of software products to individuals and businesses. As part of its operation, Maxi provides an 800 telephone number help desk for clients with questions about software purchased from Maxi.

When a call comes in, an operator inquires about the nature of the call. For calls that are not truly help desk functions, the operator redirects the call to another unit of the company. Because many customer questions require in-depth knowledge of a product, help desk consultants are organized by product. The operator directs the call to a consultant skilled on the software that the caller needs help with. Because a consultant is not always immediately available, some calls must be put into a queue for the next available consultant.

Once a consultant answers the call, the consultant determines whether this is the first call from this customer about this problem. If so, he or she creates a new call report to keep track of all information about the problem. If not, the consultant asks the customer for a call report number, and retrieves the open call report to determine the status of the inquiry. If the caller does not know the call report number, the consultant collects other identifying information such as the caller's name, the software involved, or the name of the consultant who has handled the previous calls on the problem in order to conduct a search for the appropriate call report. If a resolution of the customer's problem has been found, the consultant informs the client what that resolution is, indicates on the report that the customer has been notified, and closes out the report. If resolution has not been discovered, the consultant finds out whether the consultant handling this problem is on duty. If so, the call is transferred to the other consultant (or it is put into the queue of calls waiting to be handled by that consultant).

Once the proper consultant receives the call, he or she records any new details the customer has. For continuing problems and for new call reports, the consultant tries to discover an answer to the problem by using the relevant software and looking up information in reference manuals. If the problem can be resolved, the consultant tells the customer how to deal with the problem and closes the call report. Otherwise, the consultant files the report for continued research and tells the customer that someone at Maxi will get back to him or her, or if the customer discovers new information about the problem, to call back identifying the problem with a specified call report number.