APPRECIATING YOUR CUSTOMER SUPPORT

SUPPORT TICKET – HANDLE WITH CARE

Support tickets need answers with more information than an internal bug ticket. If the ticket can be closed because the software "works as designed", point out where this is documented, If it's not documented, provide solid arguments why the implementation makes sense. Preferably, something that you wouldn't be embarrassed to say out loud yourself..

THERE ARE NEVER TOO MANY UPDATES

Instead of adding a generic comment like "working on it" or "TBD", be specific about what is actually being done. If possible, you can give support direct access to your backlog to follow the evolution of the fix. The more details you have on the history trail of a fix, the easier it is to convince the customer that their problem is being addressed.

ROTATE DEVELOPERS WORKING WITH SUPPORT

Everyone from the development team gets to see what issues from real users look like. All developers get to think what additional information they would like support to provide, so that they can fix things faster.

ANALYSE SUPPORT REQUESTS

Take the time to analyse the issues that customer support handles on the fly and never reaches development. If people call for the same problem over and over again and support helps them solve it over and over again, why not take care of it and make everybody's life easier?

KEEP SUPPORT UP-TO-DATE

One of the worst situations that you can get in as support, is to have a customer ask you questions about a feature you don't even know it exists. To avoid this, before releasing a new feature enable it for your support so that they can try it out and get ready for customer questions. As a bonus, their feedback provides a good usability and acceptance test.

New!

RESPECT YOUR CUSTOMER SUPPORT

If you measure your product's quality by customer satisfaction, you probably want to have the people that talk to your users feeling respected and valuable. Take the time to listen to the people that deal with the end users of your product and learn from their experience.

HAPPY CUSTOMER SUPPORT, HAPPY USERS!