Story Case 1: Digicel Customer interaction with recommended solutions.

Nate is a customer of the Internet Service Provider (ISP) DIGICEL. He navigated the DIGICEL website and reached the customer complaint webpage. The webpage contains a list of common problems to choose a suitable complaint.

If “Connection too slow” is selected, the option redirects him to a webpage that displays package upgrades. Along with the upgrades he is given the option of a comment box for him to describe in depth the issues that occurred. Below the comment box is a submit and cancel button.

If “prolonged lack of service” is selected, their address is retrieved from the database and a technician is notified. The technician is then dispatched to the client's location.

If “unsatisfactory customer service” is selected, a dialog box will appear and customers are asked to identify the employee ID number. This will be logged and the person at fault will be notified and interviewed.

If “faulty equipment” is selected, customers are notified of the nearest branch location where they can exchange their defective equipment for a new model.

If “Other…” is selected, a comment box prompting for further details would appear.

Story Case 2:

Agent at ISP firm takes call and submits ticket into system:  
Client of the ISP firm runs into an issue with his internet connection, the signal keeps dropping and has become highly inconvenient to the client. The client calls the firm and is connected to an agent. The agent hears the complaint and begins filing the ticket, choosing “Other…” option for category and specifies the situation in the comment box, with a custom priority level to the discretion of the agent. The system recommends that a technician be deployed to handle the situation. The agent then relays this information to the client and submits the ticket to the system, such that it would designate a technician to the issue and display the dispatch information to the agent, for the agent to relay to the customer.

Story Case 3: Agent's interaction with Ticket Task to aid in a customer’s ticket submitted through website.

Agent double clicks the Ticket Task application on their work computer. The agent enters their username and password to log in to the Ticket Task. The agent double clicks the “queued tickets” tab. This displays a list of tasks assigned to that agent ranging from high priority (top of list) to low priority (bottom of list). The agent selects the ticket at the top of the list. This display a report of the client’s name, address, email address, phone number, current package deal, bill history, issue (if the client decided to enter an in-depth description) and the package upgrade selected. The client’s name will be highlighted and used as a link to retrieve their account from the database. The agent selects the modify account button shown at the bottom of the display window. This action allows the agent to change the base information of the client’s account. The agent is then given the option to change client’s name, email address, address, phone number and package deal. The agent selects package deal. A drop-down menu is displayed for the agent to view and select the appropriate package for the client. The agent selects the appropriate package then at the top right-hand corner of the account window. The client is then notified of the change and informed of the new monthly bill to be paid through email. The agent then checks a “Complete” option on the task to change its state and remove it from the queue.