

SupportCo Online Support Personnel Instruction Manual

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1. Introduction

This manual provides standardized instructions for SupportCo personnel delivering online and telephone-based technical support for major Internet Service Providers (ISPs). It defines best practices for interacting

with customers, diagnosing common connectivity issues, and guiding them through safe, effective troubleshooting steps.

SupportCo's mission is to provide **fast, friendly, and accurate support** that helps customers get back online while maintaining exceptional professionalism.

2. SupportCo Overview

SupportCo partners with leading ISPs to provide outsourced **Level 1 and Level 2** technical support. We specialize in resolving basic internet connectivity problems, router/modem issues, and home network troubleshooting.

SupportCo Values: - **Empathy:** Listen first, understand the customer's frustration. - **Clarity:** Speak plainly—avoid technical jargon unless the customer demonstrates understanding. - **Accuracy:** Follow verified procedures and document all steps. - **Consistency:** Every customer should receive the same high standard of care.

3. Roles and Responsibilities

Level 1 Support

- Handle initial calls and chats.
- Verify account and contact information.
- Walk customers through basic troubleshooting (reboot, reset, reconnect).
- Escalate to Level 2 if issue persists or is outside standard scripts.

Level 2 Support

- Handle complex cases referred by Level 1.
 - Conduct advanced diagnostics (IP/DNS reset, firmware updates).
 - Liaise with ISP network operations teams when required.
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4. Customer Interaction Standards

Tone and Language: - Use positive, calm, and empathetic language.

- Avoid blame (never say "you did..."). Use collaborative phrasing ("let's check together...").

Example:

"I understand that's frustrating. Let's go step-by-step and see if we can get you back online quickly."

Verification Before Troubleshooting: - Confirm name, service address, and account number.
- Confirm contact method and device type (laptop, tablet, router model, etc.).

5. Step-by-Step Support Procedures

5.1 Initial Customer Contact

1. Greet warmly and identify yourself:

"Thank you for contacting SupportCo. My name is Alex. How can I assist you today?"

2. Record the customer's issue summary.
3. Verify account details.
4. Confirm contact details in case of disconnection.

5.2 Account Verification

"Can I please verify your full name, service address, and the last four digits of your account number?"

If account cannot be verified, escalate to a supervisor immediately.

5.3 Identifying the Problem

Ask open-ended questions: - "When did the issue start?"
- "Are all devices affected or just one?"
- "Are you connected via Wi-Fi or directly by cable?"

5.4 Guided Troubleshooting Scripts

Follow Level 1 flowcharts unless directed otherwise. Always confirm each step's result before proceeding.

6. Level 1 Troubleshooting

6.1 Power and Connectivity Checks

- Ask the customer to confirm the **power light** on their router/modem is on.
- If not, verify that the power cable is connected to both the device and the wall outlet.
- Check for surge protectors or power strips that may be off.

6.2 Rebooting the Router/Modem

"Let's try rebooting your router. Please unplug the power cable from the back of the router. Wait about 30 seconds, then plug it back in. You'll see lights flashing—wait until they stabilize, usually about 2 minutes."

- After reboot: - Ask: "Do you now see the internet light on?"
- Test connection by opening a webpage or speed test site.

6.3 Checking Physical Connections

"Please make sure the cable from the modem to the wall outlet is firmly plugged in. Then check that the cable from the modem to your router is secure at both ends."

If using fiber or DSL, confirm optical or phone line light indicators.

6.4 Testing Wi-Fi vs. Wired Connections

"If possible, could you connect your computer directly to the router with an Ethernet cable? That will help us see if Wi-Fi might be the issue."

If wired works but Wi-Fi doesn't: restart Wi-Fi service or reset wireless password.

6.5 Browser and Device Troubleshooting

- Clear browser cache and cookies.
- Disable VPNs or proxy settings temporarily.
- Restart the device.
- Try another browser or device if available.

7. Level 2 Troubleshooting

7.1 Network Configuration Issues

- Run ping or traceroute commands to test connectivity.
- Verify IP address assignment (use `ipconfig` or `ifconfig`).
- If no IP assigned, perform DHCP release/renew.

7.2 DNS and IP Reset Procedures

For Windows:

```
ipconfig /flushdns  
ipconfig /release  
ipconfig /renew
```

For macOS:

```
sudo killall -HUP mDNSResponder
```

Ask the customer to restart their browser and test again.

7.3 Firmware and Software Updates

- Check router model and version.
- Log into router admin page (192.168.1.1 or as per ISP instructions).
- Guide customer to update firmware if available.

7.4 Escalation Guidelines

Escalate to ISP Network Operations if: - Outage confirmed in customer's area.

- Hardware failure suspected.
 - Customer requires new equipment or service visit.
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8. Communication and Documentation Standards

- Record every customer interaction in the CRM.
- Use clear, factual notes (avoid personal comments).
- Include timestamps for key actions (call start, reboot time, escalation time).

Example:

12:42 PM – Guided reboot; router reconnected; verified customer regained service.

9. Handling Difficult Customers

- Remain calm, listen actively.
- Avoid interrupting or raising your voice.
- Use phrases such as:

"I understand your frustration. Let's take this one step at a time."

If customer becomes abusive, warn once, then escalate to supervisor per policy.

10. Quality and Compliance Requirements

- All calls and chats are recorded for quality assurance.
 - Personnel must comply with ISP data privacy policies (no sharing of passwords, personal info, or internal tools).
 - Adhere to all SupportCo and client-specific scripts.
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11. Appendices

Appendix A. Sample Scripts

Reboot Script:

"Let's try restarting your router. Please unplug the power cable for 30 seconds, then plug it back in. Wait until the internet light turns solid. Can you tell me what lights you see now?"

No Internet, All Lights On:

"Since your router lights look normal, let's check your computer. Please open your browser and go to www.supportco-test.com. Do you see a connection error?"

Appendix B. Troubleshooting Flowcharts

(Include diagrams showing: Power → Cables → Router reboot → Device test → Escalate)

Appendix C. Terminology Glossary

- **Router:** Device that distributes internet connection to multiple devices.
- **Modem:** Connects your home to your ISP's network.
- **DNS:** Domain Name System—translates website names into IP addresses.
- **DHCP:** Dynamic Host Configuration Protocol—assigns IP addresses to devices.
- **Ping:** A command that checks connectivity between two devices.

End of Document — SupportCo Training Department