



Plus! the Standard+case Approach: See Service Response in a New Light

By Rob England

Createspace, United States, 2013. Paperback. Book Condition: New. 278 x 214 mm. Language: English . Brand New Book ***** Print on Demand *****.If your customers see your group as bureaucratic and inflexible. If your staff feel process bound. If your process doesn't adapt to a changing world. See service response in a new light. Standard+Case is an exciting new approach to categorising and resolving any sort of response activity, such as service desk, tech support, public safety, social welfare, or health. If you have anything to do with responding to situations when providing a service, read this. It will change your view of how responses are handled. Standard+Case applies to anything that requires a human response: there's either a standard response or there isn't. Standard+Case is a new paradigm for categorising and resolving any sort of response tickets, such as service desk requests (including incidents), problems, or operational changes. The phrase a new paradigm gets much over-used but this time it applies. This approach changes the way we think about everything to do with response. Standard+Case is a universal approach to responding to situations. It offers the following tangible benefits: better utilisation of staff resources through greater...



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