**Customer Communication Policy**

Communication is important at the help desk. Communicating involves exchanging information between staff and the customer. How we interact with staff and the client will affect how well efficient and organized you are as a team.

As stated in the SLA, both the technician and customer are required to communicate with each other. During the first attempt of contact, the customer must provide a description of the problem and any important information that would be of use for the technician.

Customers should be given multiple forms of communication with the help desk such as:

* Email
* Telephone number
* Online website

Technicians are required to provide good quality customer service and should conduct in a professional manner, responsive to the needs of the customer. Good communication can be viewed as:

* Using polite language
* Always respond back to customers to show you are listening
* Clear and concise sentences

Not only are technicians required to communicate with people, but also the customer. For example, when communicating via email, the customer must respond back to important information the technician has given them such as status updates and questions they may have.