**Customer training policy**

A customer training policy educates the degree to which a customer is educated about the issue, the solution, and the work done on the device. It is important to help customers understand the problem and the details of it so that if it arises in the future, they already know one possible solution. It can also help out by possibly eliminating a possible cause to the new problem if the solution for the prior problem is used.

Our company strongly believes that it is important that customers be educated and “trained” on a ticket to ticket basis. If customers are given the explanation to a problem, they can potentially fix it themselves in the future. Alternatively they can use this information as a very good starting point for the next time they contact the service desk.