

Bair, Nick

From: Janzing, Steve
Sent: Monday, August 25, 2008 9:53 AM
To: Bair, Nick
Cc: TC-ICT Tech Leads
Subject: FW: Technical Suport Provided by Nick Bair

What a great email – outstanding job Nick!

Steve Janzing
Team Lead, ProSystem fx System Support
CCH, a Wolters Kluwer business

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From: Frank Lovejoy [mailto:flovejoy@IFCCREDIT.COM]
Sent: Friday, August 22, 2008 2:04 PM
To: Janzing, Steve
Subject: Technical Suport Provided by Nick Bair

Steve,

I wanted to take a moment to complement the exemplary customer support that I received from Nick Bair today, on a technical problem which was causing me extreme concern. The process was arduous and extremely time consuming due to some network problems I was having on my end. Throughout the process Nick remained patient and professional. The troubleshooting lasted for approximately three hours, and during the entire process Nick never seemed flustered or frustrated, and calmly tried different solutions when one would fail. I personally felt bad, because my network problems made the process last much longer than it should have. Finally, much to my relief, Nick was able to resolve the problems I was having. I feel I owe Nick a debt of gratitude. I complimented him on investing the time and attention to detail to resolve the issue. I told him if he were in Chicago, I would buy him dinner, and I insisted on a contact for a Supervisor so that I could commend the client support Nick provided.

I don't know what type of recognition technical support personnel are given for outstanding customer service, but I would certainly recommend Nick for recognition of his professionalism. Please thank him again personally for me.

Frank H. Lovejoy
Tax Manager
IFC Credit Corporation

4/12/2009