

07 Activity 1

1. An internet provider fails to resolve an Internet cabling problem in less than three (3) days. In contrast, they could fix the same issue in under two (2) days when the household experienced the same a month ago. The household issued report tickets.
 - **The company should review their scheduling and make sure technicians are assigned faster. They can create a system that tracks repair requests so none of them get delayed. Giving customers regular updates can also help manage their expectations. They should compare their current workflow to how they handled repairs before, so they can see what changed. The provider can also offer a guaranteed service time to motivate their team to work faster. By improving communication and repair processes, they can close the problem and regain the customer's trust.**
2. A startup networking company in a rural town only accepts clients with over 100 employees. In their first two (2) months, they could only book business with one (1) company.
 - **The company should start offering services to smaller businesses so they can get more clients. They can make different service packages that fit different company sizes. This helps them adjust to the rural area where most businesses are small. They should also promote their services more, so people know they are flexible. If they want to grow faster, they can work with small organizations first and build their reputation. By updating their client requirements, they can increase their income and strengthen their presence in the town.**
3. An online IT support business always misses giving feedback forms when providing service. It affected future clients with concerns about completion time and payment transactions.
 - **The business should automate sending feedback forms, so they never forget them again. They can attach the form to every completed service ticket. This makes it easier for clients to share their experience. The company should also regularly review the feedback to improve their service time and payment process. They can store the results in a simple system so the staff can track it easily. By making feedback collection automatic and organized, they can improve customer trust and fix service issues sooner.**