



Understanding Customer's Issue

Cherry Wu



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Thread's Reply Flow



Opening

- Greeting
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- Introduce general solutions

Solution

- Reply subject
- Reply agenda
- Explain and recommend
- Various scenarios

Provide additional resources

- Samples
- Explain on the code/resource

Closing

- Summary
- Leave a positive impression

Objectives



- For service professionals, technical competence and cognitive ability alone do not guarantee professional success. These roles must have a deep understanding of and expertise in managing customer **expectations**.
- Mismatched expectations often result in
 - ➡ misunderstandings
 - ➡ dissatisfied customers.

Understanding Customer's Expectations



- Managing expectations in today's turbulent business world is crucial for the success of Microsoft. It is also very challenging.

“What” is being
delivered
---- The main “need”

Primary Service

“How” it is being delivered
---- The way the primary
service is being delivered

Secondary Service

The Risk of Over-delivering



- Satisfied customers and partners are critical to enabling us to win customer loyalty and to grow the business.
- We must listen, understand, and respond to our customer's needs; deliver exceptional value; and strength relationships based on relevancy and trust.
- However, when working with customer's long term, we have to consider the consequences of these over-deliveries.

The Risk of Over-delivering



Microsoft Values & Tenets



Microsoft Values

Integrity and Honesty
Open and Respectful
Big challenges
Passion
Accountable
Self-Critical

Microsoft Tenets

Great people with great values
Excellence
Trustworthy Computing
Broad Customer Connection
Innovative and Responsible Platform Leadership
Enabling People to Do New Things
A Global, Inclusive Approach

Repeat Issue Description



- I understand the problem as...
- I'm sensing...
- I understand
- I wonder if...
- I get the impression that...
- From your point of view...
- In your experience...
- As you see it...
- You believe...
- I'm picking up that you...
- Where you are coming from...
- You mean...
- I see your situation as...
- Could it be that...
- Correct me if I am wrong...
- Let me see if I understand, you ...
- You feel...
- It seems to you...
- From where you stand...
- You think...
- You figure...

Restate issues – 1st strike



- Based on your description, you'd like to ...
- Based on my understanding, you come across an issue about ...
- According to your description, you want to ...
- From my point of view, you ...
- From your description, I suppose ...
- According to your description, if you want to...
- The issue is related to..., I'd like to point out ...
- As far as I know, it is recommended to...
- Based on my experience, ...

Restate issues – 2nd strike



- As a follow-up to ..., I wanted to get back to you about...
- I received your message regarding ... I'm wondering if you can elaborate i.e. provide more details.
- With reference to...
- As I mentioned earlier about ... / As mentioned before, ...
- As indicated in my previous reply ...
- As we discussed ...
- As you requested / per your requirement ...

Restate Issues



- Sample 1:

to read resized image from database

Aug 14, 2014 01:03 PM | [LINK](#)

how is it possible to read resized image? The problem is that the image as Image saved in database.

Reply:

According to your description, my understanding is that you want to read images in database.

Introduce a solution (subject)



- As for this issue, you may try to ...
- You could ...
- I suggest that you ...
- I would advice you to ...
- I think it might be a good idea to ...
- Personally, I would advice ...
- As far as I know,...
- it is recommended to...
- I'd like to suggest you ...

Solution



Reply subject

The diagram consists of three horizontal bars of different colors (red, orange, green, blue) stacked vertically. To the left of each bar is a white circle with a colored outline (red, orange, green, blue) and a small line extending from the top-left of the circle. The circles are connected by a vertical line, suggesting a sequence of steps.

Reply agenda

Explain and recommend

Reply Subject



- As far as I know...
- Based on my understanding,...
- I'd like to suggest you...
-

Reply Agenda



Sample: Native Extensions For Microsoft Silverlight (NESL)

1. Restate questions **one by one**
2. Give each solution directly after each question
3. Provide additional resources at the end of each solution: Links

Explain and Recommend



- You can try...
- It's recommended to...
- You may want to know...
- Refer to ...
- It would be better if you can provide ... then I can provide further suggestions for you.

When you give the explanation about the code, just give the main code which is related to the issue.

Improve expressions



- I am a little unclear about your question.
- What I meant was if you have deployed VMs into a cloud service, it is not supported to reserve an public IP address to that existing cloud service or VMs.
- About you issues that get the values in the option tag, I suggest...
- Hope this hopes.
- Could you confirm every node the “Network List Service” service is running or not, if this service stopped please start it, after you start this service if the issue still exist please run your cluster validation then post the warning and error part.
- You can add the 2008R2 server as DC, then confirm there don't have replication issue, transfer the FSMO roles to 2008R2, but, naturally if you retire the 2003 dc your cluster will fail.

Improve expressions

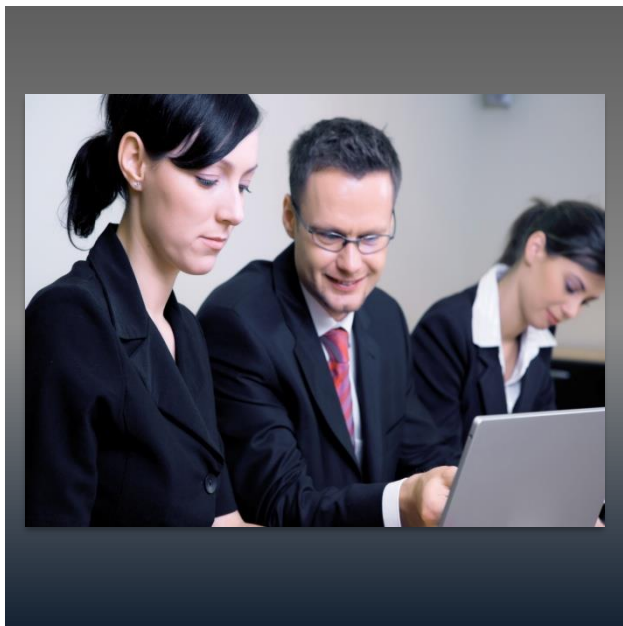


- If it's not work, I recommend you repair Access.
- Please do a phone activation in Office.
- I'm interested with the last sentence you wrote.
- I refer to MSDN Library.
- You can get few custom control samples from codeplex and some links:
- I moved this post in MTM forum for the better response.
- I know you want to some users and administrator could use the edit function.
- Thank you post the issue to asp.net forum.
- Please refer to below issue for a solution.
- please check below help links.

Samples



- Response.BinaryWrite and ClientScript.RegisterClientScriptBlock
- how to enable validator depending on the value in textbox n javascript
- How to change Pie chart color



Thank You !