

How to get your users to love your IT Department



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American Trim

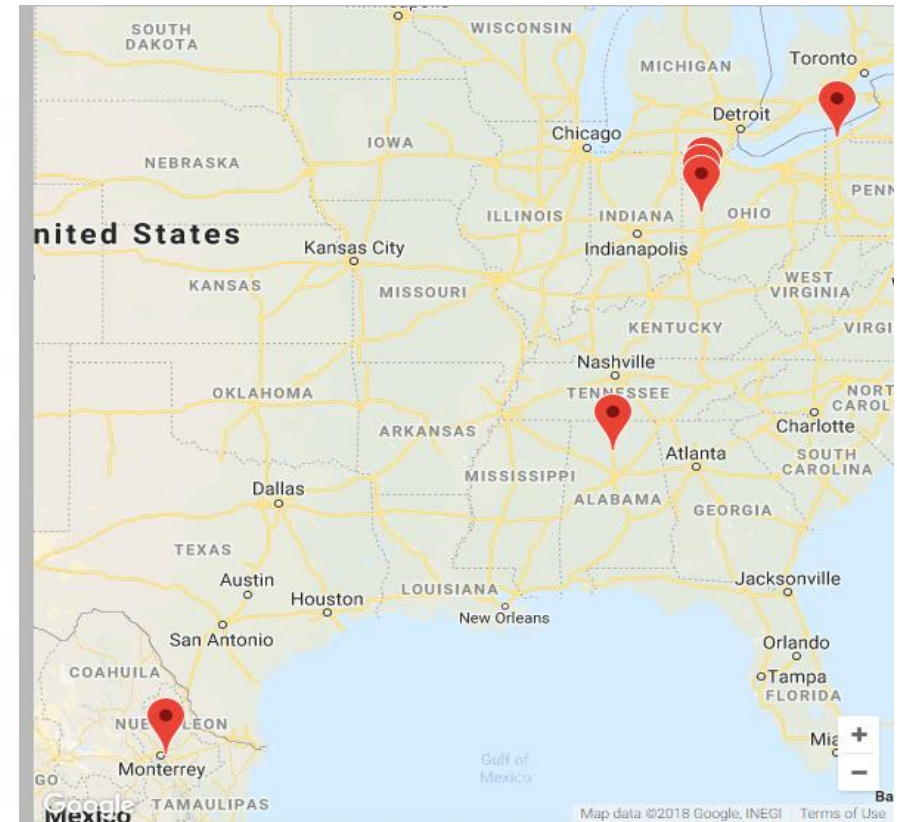
PC Technician/Trainer

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Current Employer

- 1000 employees
- 8 manufacturing sites
- In 5 US States plus Mexico
- Manufacture Appliance, Automotive and Heavy Truck markets



My Experience

- 2 years of IT Technical Sales
- 6 years Technical Support in health care
- 1 year support with NCR's learning management system
 - 10 years IT support in manufacturing
- 11 years teaching adult education for basic computers

My Experience

American Trim IT Help Desk Survey

Your response to this survey is appreciated and will be used to measure our performance. The survey process assists in evaluating our support methods as well as affecting continuous improvement decisions in IT. If you would like to speak with a Manager, please include comments requesting follow up.

Work Order ID

41030






Work Order Completed Date

Feb 9, 2016, 3:32:30 PM

Summary

Employee entrance Kiosk not working

Please rate the questions below to indicate your satisfaction with each area:

					
	Very Dissatisfied	Dissatisfied	Acceptable	Satisfied	Very Satisfied
Help Desk ticket resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well the IT Department maintained communications to clarify expectations [regarding how soon your request would be resolved]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How timely your Help Desk ticket was resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall Help Desk process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

Submit

Identify the Problem

- People

Identify the Problem

- People tend to not like the IT Department
- Everybody believes their problem is the most important
- Lack of trust of IT Staff based on past experience
- Expecting to get the runaround
- Worried the IT staff will belittle or embarrass them

Customer Service Skills

Know your user

Customer Service Skills

Know your user

- Try to identify their skill level
- Explain or teach things at their level
- Visual vs auditory

Customer Service Skills

Know your user

Patience

Customer Service Skills

Patience

Why is patience important? How do we respond when:

- People don't know the names of the equipment or software like we do
- They may be afraid of destroying the computer
- The computer doesn't do what they want it to
- Take the time to explain things without wasting too much of your time
- Make them feel like they are not asking stupid questions
- Teach them something

Customer Service Skills

Know your user

Patience

Ability to read users

Customer Service Skills

Ability to read customers

- What does their voice tone say to you? Body language?
- Can you tell the difference between anger and sarcasm in an email?
Instant message?

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Customer Service Skills

A calming presence

- No matter how mad somebody is, you have to stay calm.
- Try to calm them down with understanding and a calm tone.

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Customer Service Skills

Attentiveness/Empathy/Understanding

- LISTEN, LISTEN, LISTEN
- Understand that their frustration is not directed at you
- Ask questions to understand what the issue is
- A dose of caring, concern and understanding can go a long way

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Customer Service Skills

Clear Communication/Honesty

- Keep chit chat to a minimum
- Be clear with what you say – what may make sense to you may not make sense to them
- Let them know where they are in your schedule
- BE HONEST – don't make up a solution or story thinking it may make them happy

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Customer Service Skills

Knowledge

- Don't be afraid to admit if you don't know something
 - "I will need to research that"
 - "This will need to be escalated to our _____ team"

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Acting

Customer Service Skills

Acting skills

- Everybody will have a bad day, how do you let it affect you?
- Don't let that person know when you are having a bad day
- Don't let the person that is having a bad day affect you. The issue may be the cause of the bad day.

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Acting

Time Management

Customer Service Skills

Time Management

- Don't waste time on a problem you will not be able to fix
- "Can I get back to you on that?"
- Can you get a talker off the phone?
- Can you get that person that won't stop talking to leave the office?

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Acting

Time Management

Ability to handle surprises

Customer Service Skills

Ability to handle the unexpected

- Do not bend the rules or policies because of who somebody says they are.
- Stay calm in outages.
- Expect the worse, be happy with the best.

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Acting

Time Management

Ability to handle surprises

Persistence

Customer Service Skills

Persistence

- Wanting to find a resolution, but don't let other tickets or duties suffer
- Follow up with the person to who you escalated to learn the solution
- Follow up with the user to see if the problem was solved to their satisfaction

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Acting

Time Management

Ability to handle surprises

Persistence

Closing ability

Customer Service Skills

Closing ability

- Knowing when a customer is happy with the resolution – expectations met.
- Ability to explain how or why the problem is resolved.

Customer Service Skills

Know your user

Patience

Ability to read users

A calming presence

Attentiveness/Empathy/Understanding

Clear Communication/Honesty

Knowledge

Acting

Time Management

Ability to handle surprises

Persistence

Closing ability

Assume Responsibility

Customer Service Skills

Assume Responsibility

- Sometimes the user wants somebody else to take responsibility
- Express your desire to help them by getting involved
- Reassure the individual that you will stay engaged through resolution
- Make them feel that we are helping them move towards a resolution

Important things to remember

- Never take anything personal no matter how mad they get
- Don't take too much
- You cannot make everybody happy
- Treat everybody like the CEO.

Questions?