



## Trams Support Evolution

During the period that Sabre owned Trams (AKA the Trams Dark Ages), Trams support changed. The number of advanced and experienced support people was forcefully reduced (read that as fired or pushed to retirement) and a new, offshore “inbound” support group was established.

This inbound support, referred to as “Level 1” was responsible for answering incoming calls. Trams level 1 support team consisted of 6 employees and were in Sabre’s offshore facility located in Uruguay. Upon our reacquisition of Trams, we were given 90 days and then we would lose this level 1 support team.

Our initial thought: replace that support team with another offshore group. Initial research was very encouraging of this offshore path as Covid had made offshoring much easier and less expensive.

Before finalizing, we did some research, and two points became very clear:

- 1. While having offshore staff is very cost efficient, the knowledge of the staff is questionable. High turnover causes lower knowledge, offshore staff don’t have the same commitment and level of care is very challenging. The numbers showed that five (out of six) employees referred over 82% of calls they answered to “Level 2 support” which is the more experienced, US based Trams support team.*
- 2. The Level 2 advanced support team is an integral part of Trams. Our average support person has over 20 years of experience working with Trams products and helping users.*

We also rehired several experienced Trams support personnel, who were laid off by SABRE over the years and were available for hire. No longer having the requirement to work in our LA office expanded our options.

This made our decision easy. We hired back support people that had previously been laid off. We also reached out to our TCC group (Trams Certified Consultants) group and hired several of them.

We also realized that having the phone answered by level 1 support just didn’t make any sense going forward.

### Change:

We realize not having inbound phone support is a change and not what Trams had provided “back in the day.” To ensure we were making the right decision, we hired a support expert for input on how to best provide knowledgeable, caring, responsive support for our users. The result has been some support system changes:

#### **1. Inbound live chat along with inbound email support**

For those that “just want to talk to someone”, we want to help you. Click the red button on the bottom right on our website ([www.TresTechnologies.com](http://www.TresTechnologies.com)) or send an email ([support@TresTechnologies.com](mailto:support@TresTechnologies.com).) Please tell us your agency, product, your name, and the support challenge. Average chat response is 26 seconds. Average email response is 32 minutes. And yes, we will set an appointment with the right support person who has the knowledge and experience to address your specific issue.

#### **2. Enhanced internal support systems**

We upgrade our internal support system to Zendesk. Added a centralized calendaring system enabling anyone to schedule support meetings or follow throughs – with the right person at a responsive, convenient time for our customers.

#### **3. Enhanced automated support**

I hesitate to even mention automated support. I personally am the worst with automated support. (Do you really expect me to read that?!) But our response has been so positive that I will mention it as an option for those that want to take advantage of it. Recordings, touch sensitive support specific to the area you are working in, proper documentation have all been created and are available. And for those that have tried it, over 89% have responded positively.