

TOP TIPS FROM A CALL RECORDING & WFO ENGINEER

How to get your **support case solved quicker**



3 Categories for Support Issues

1. A fault where something used to work but now doesn't
2. A change to the configuration
3. A request for information about new functionality or a new feature

TOP TIPS ON GETTING SUPPORT ISSUES SOLVED AS SOON AS POSSIBLE

DOCUMENTATION

TIP #1



Many systems now come with built in 'help' or have online wiki pages that can assist. If it's a new feature or something you've not done before, have you reviewed the available online material to see if the process or feature is described within there?

DISCUSS THE ISSUE INTERNALLY

TIP #2



Have any of your colleagues encountered this issue before or can you ask a colleague to test to see if they can re-create the same experience? Also, can your IT support team advise on any issues that could be impacting the service?

WHO IS THE RIGHT SUPPLIER TO CONTACT?

TIP #3



Consider whose fault the issue is actually with, particularly if you have a specific supplier for support rather than the actual vendor of the product themselves.

TAKE SCREENSHOTS OF THE ISSUE

TIP #4



A picture tells a thousand words; however, part of a picture doesn't always help. A 'full screen' screenshot that shows all of an application or web browser can work wonders (Press the 'Windows+Shift+S' buttons and drag to take a screenshot, then paste into a document/email). However, don't forget to consider privacy and ensure that you're only capturing what you need to send!

GATHER DETAILS

TIP #5



There's nothing that delays support cases more than receiving a case that has limited to no information on what the issue is! Before submitting a case, ask yourself:

- What are you trying to achieve?
- What have you tried to do? Detail the steps taken.
- What are you experiencing when you are carrying out the specific task?
- How is this impacting you/your business/the system?

UNDERSTAND THE CASE REPORTING PROCESS

TIP #6



Good service & support providers will provide you with a 'Case Reporting Guide'. These can be tailored to each customer, detailing how to contact the provider and how they will handle the case. Make sure you familiarise yourself with this process!