Customer Service Routine

Call Opening:

IMPORTANT Guidelines:

- ❖ Read Customer Name and Company Name carefully before you dial the number.
- ❖ Do not mispronounce or misspeak Customer Name or Company Name

Opening Pitch

Hi, this is Juan reaching out for a service call is this the right time to speak with you?

Hi, I am calling you from *Company_Name*, you made a purchase from our company. This is Juan, Is this a good time to speak with you. I wanted to inform you about your free service calls included in your subscription.

Hi, I am calling regarding the purchase you made with our *Company_Name,* this is Juan. I wanted to speak to you about your subscription benefits.

Hi Sir/Ma'am this is a service call for the software purchase you made with our company.

Customer Response

I do not remember buying anything

I do not understand what are you saying

I do not want any service, please don't call me

I did not subscribe for anything, please do not call me

Rebuttals:

IF Customer doesn't understand or doesn't show interest

>> Your subscriptions included monthly maintenance service, which means you are entitled to get any sort of technical assistance from our end on the registered devices.

>> You have already paid for the service, it was included with the software products you purchased with our company. Your subscriptions include free monthly maintenance service. I believe it's a service you should avail, as you have already paid for it.

>> Even if things are working fine in your computer, I would like to confirm if your subscriptions are still active and if the Support Icon on your desktop screen is Active and functional,

>> Every machinery needs timely check and service, just like any car or refrigerator etc. Maybe some redundant apps are slowing down your computer, which might have auto-downloaded from the internet while surfing on the internet.

IF Customer understand, and say how will you help me. Take them to the Support Icon, on their desktop.

IF the customer is unable to connect with the Support Icon; Connect with them with a new 6 digit code on LMI and inform any Senior available on the floor.

AFTER REMOTE TASKS

Check OS – Pending Updates

To check for updates

1. Select the **Start** button, then select **Settings** > **Update & Security** > **Windows Update** > **Check for updates**.

2. Do one of the following:

    1. If the status says "You're up to date," go to the next tip.

    2. If the status says "Updates are available," select **Install now**.

3. Select the updates you want to install, then select **Install**.

4. Restart your PC and see if it seems to run better.

Things you do when you get remote: Windows

Task 1: RUN Troubleshooters

➢ Click on Start button and select [**Settings**]
➢ On the Left Bar select option [**System**]
➢ Scroll down and select the option saying [**Troubleshoot**]
➢ Then select the option [**Other Troubleshooters]**

OR

➢ In the search box on the taskbar, type **troubleshoot**, then select **Troubleshoot settings**, which has System settings listed underneath it.

Audio [Click on RUN]

Network and Internet [Click on RUN]

Program Compatibility Troubleshooter [Click on RUN]

Task 2: Managing File Size

To make sure automatic page file management is turned on

1. In the search box on the taskbar, type **advanced system**, and then select **View advanced system settings**, which has **Control panel** listed underneath it.

2. In **System Properties**, select the **Advanced** tab, then select **Settings** in the **Performance** area.

3. In **Performance Options**, select the **Advanced** tab, then select **Change** in the **Virtual memory** area.

Task 3: Run Disk Clean Up

To run Disk Cleanup

1. In the search box on the taskbar, type **disk cleanup**, then select **Disk Cleanup** from the list of results.

2. Select the checkbox next to the type of files you want to delete. (To view a description of each type of file, select the name.) By default, **Downloaded Program Files**, **Temporary Internet Files**, and **Thumbnails** are selected. Be sure to clear those check boxes if you don't want to delete those files.

3. To free up even more space, select **Clean up system files**. Disk Cleanup will take a few moments to calculate the amount of space that a can be freed up.

4. Select the types of files you want to delete, select **OK**, then select **Delete files** in the confirmation window to start the cleanup.

Task 4: Uninstall useless Apps

Go to Apps and Features in the Settings and confirm one by one about any apps that does not belong to Windows. Confirm with the customer before removing any application. If the customer doesn't remember installing any application, it should be removed from their computer.

Task 5: Pause OneDrive syncing

To pause syncing to OneDrive

1. On the taskbar, look for **OneDrive** near the notification area.

2. Select **OneDrive** > **More** > **Pause syncing**, and then choose how long you want to pause syncing your files.

Task 6: Disable unnecessary Start-up Programs

To stop a program from starting automatically

1. Select the **Start** button, then select **Settings** > **Apps** > **Startup**

2. In the **Startup Apps** area, find the program you want to stop from starting automatically and set it to **Off**.

3. If you turn off a program and it continues to start automatically when Windows starts, you should scan for viruses and malware. See the next section for more info.

4. To use the procedure above to stop a program from starting automatically, you need to have Windows 10 (Version 1803 or higher) installed. To see which version of Windows 10 your device is currently running, select the **Start** button, then select **Settings** > **System** > **About**.

Task 7: Clean Junk Files and Temp Files

1. Press and Hold Start/Windows key + R on your keyboard.
2. Once the Run command opens type [%temp%] then clean the **Temp** folder.
3. The go to **Prefetch** folder and clean the folder as well.

CLOSING

If CASE + CLOSING done by Same TECH

Thank you very much for your patience.

I have checked your subscription, they are working fine now.

I have also tuned and cleaned your system, such as:

- Cleaning Junk and Temp Files
- Removing Harmful or Unused Apps
- Defragmentation of disc
  And other tasks required for your computer to function optimally.

IS there anything else I can assist you with?

If not, I would like to inform you, that you can reach us anytime with this Support Icon on your screen, I have already tested it. Its working fine. All you have to do is click on this Support Icon and fill in the necessary details. You will be instantly connected with our Technician Team and someone will certainly assist you. You can also reach us by the company details mentioned on the Invoice or Service Performa.

Please keep in mind, that you do not entertain any spammer calling or emailing you about your subscriptions or service. You can confirm the details of your subscriptions from your invoices. We never ask for your Card information or personal information. Just make sure you do not share the same with anyone including myself.

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If CASE + CLOSING done by Different TECH

Hi Mr/Ms, I am Karl, I will just be confirming a few details about how was your service experience with our technician. Would you like to leave a feedback for him?

NOTE CUSTOMER FEEDBACK

I would like to inform you that the Technician has completed and I will be sharing a Service Performa with you, you have availed your monthly maintenance service and it will be completely free of charge.

I would also like to inform you, that you can reach as anytime with this Support Icon or from website/emails mentioned on your Invoices or Service Performa.

I would also like to ask you, To test your Support Icon, just to make sure you can reach us easily.

Support Icon Test

I would require you to perform a final test for me, in order to ensure our Support Icon is working fine, and you know how to reach us.
AFTER TEST IS COMPLETE
Please keep in mind, that you can reach us either by this support icon on your screen (like you just did) or find our Invoice in your mail and reach us via email/website.

Instructions for Closing: Let the customer find and click on the Support Icon, and confirm with a Sr. Technician on the floor if the Inbound query has been received

Final Closing:

Thank you for your time,

Please keep in mind, that you do not entertain any spammer calling or emailing you about your subscriptions or service. You can confirm the details of your subscriptions from your invoices. We never ask for your Card information or personal information. Just make sure you do not share the same with anyone including myself.

I am out of your computer and will hang up now. Have a good time ahead. BYE