

Support and Answer Consoles: Configuring Improved Customer Experience and Efficiency

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Agenda – Support and Answer Consoles

- Defining the Change
 - People
 - Process
 - Technology
- Support Console Examples
 - Standard Configuration
 - Advanced Configuration
 - Customization
- Answer Console Examples
 - Standard Configuration
 - Advanced Configuration
 - Customization

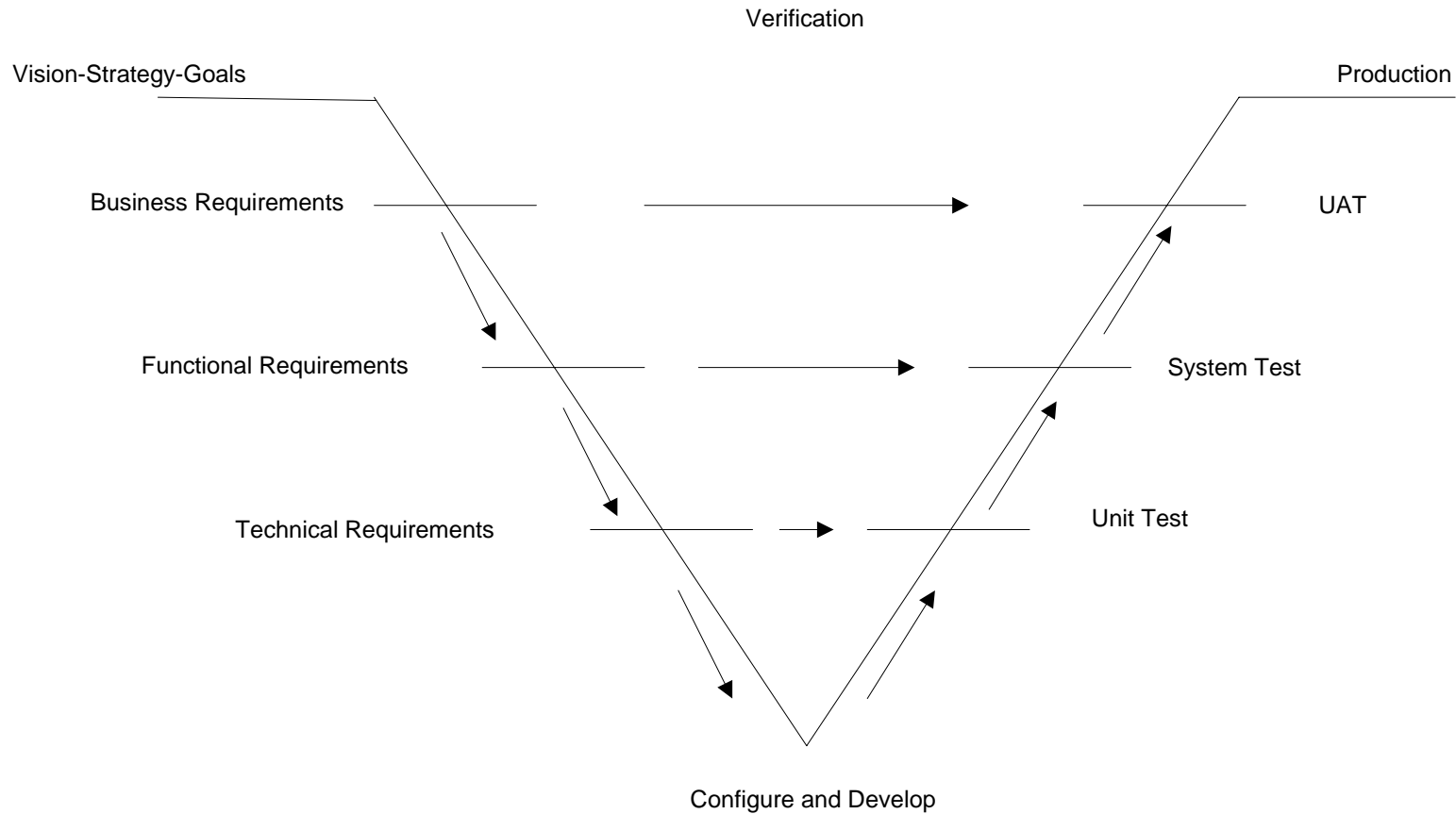


Support and Answer Consoles - People

- Do we have the right people in place?
- Who do we leverage to drive and define the change in the organization?
- What level of change management are we going to undertake?

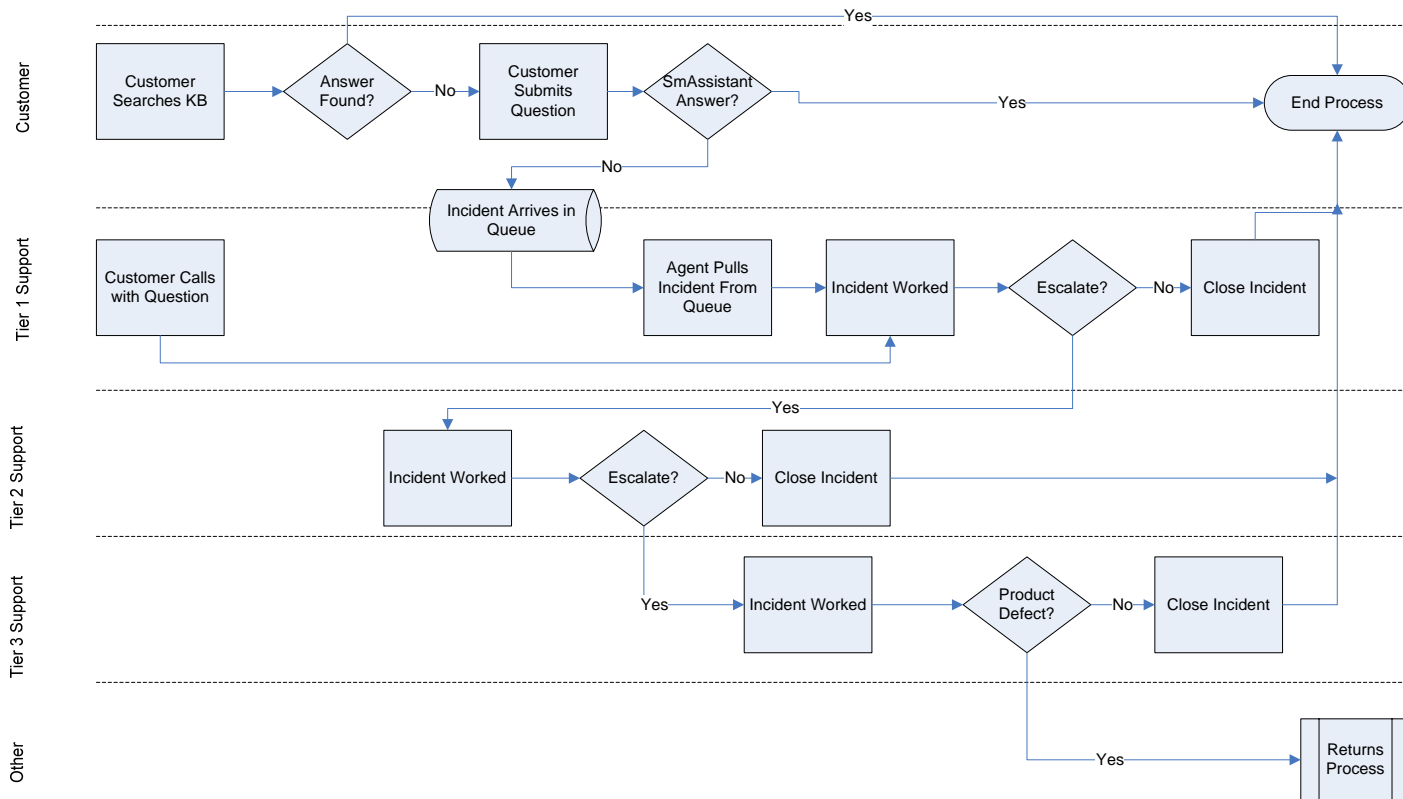


Support and Answer Consoles - Process



Support and Answer Consoles - Process

Service Process Flow Example



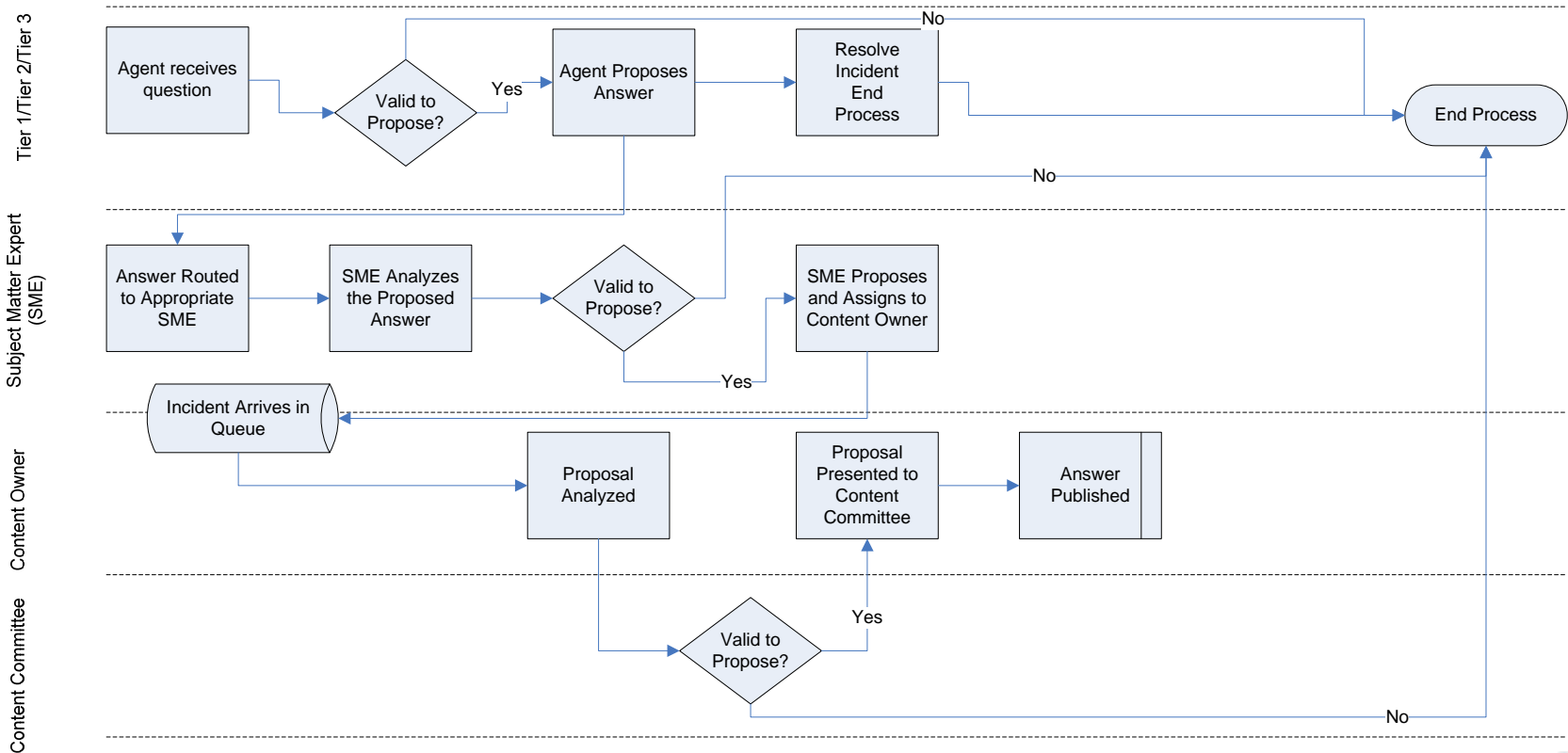
Support and Answer Consoles - Technology

- Support Console - Improve Customer Experience and Decrease Costs by Improving Agent Knowledge and Efficiency
 - Views (Organizing, Color Expressions, etc.)
 - o My Incidents, My Team's Incidents – Who has WHAT?
 - o What on earth does this mean?!!
`"decode(if(date_diff(incidents.updated,incidents.created)>2592000,1,0), 1, 'red', 'default')"`
 - Rules (States and Functions/Escalation)
 - o The key to automation
 - o Escalating appropriately
 - Quick Call/Forward and Track Demo



Support and Answer Consoles - Process

Content Publishing Process Flow Example



Support and Answer Consoles - Technology

- Answer Console – Improve Customer Experience and Decrease Costs by Improving Knowledge
 - Content, Content, Content
 - Content Management Process
 - Views/Rules
 - Answer Configuration
 - o Indexing
 - o Increasing Answer Prominence
 - o Best Practice Summary

