

1.	<p><b>Q: Additional Customer Service Pet Peeves?</b></p> <p>A: Answers provided by audience: Not speaking with an actual person; Asking me to follow trouble-shooting steps I've already undertaken; Not returning calls or emails; Employee knowledge; Lack of knowledge; Continuing to read from a script when it becomes clear that I know more than they do; The employees that are unprepared; Automated selection menus; Talking to a machine endlessly; Repeating information is really frustrating!!!; Siloed teams within an organization, none of which have the big picture, no no-one can solve a complicated problem -- have had one issue take 2 months and a Sr. VP involvement to coordinate and resolve; Listening to the customer; Pretending as if they're busy looking at my case but I don't know if they are really looking into it or just putting me on hold to anger me :)</p>
2.	<p><b>Q: When working in a multi-vendor environment, how can we make sure that the employee satisfaction is consistently measured?</b></p> <p>A: It sounds like you have outsourced some of your services and you are trying to consistently measure the satisfaction of your suppliers. Whether you are measuring the satisfaction of different customer communities or of different employee communities, a good technique is to really think about what questions you are going to ask and make sure the questions you ask are holistic and balanced in understanding employee perspectives. Create a standardized questionnaire and use that standardized questionnaire for all vendors (or customer communities). If you are consistent, your data will be consistent and you will be able to compare apples to apples. Check out <a href="http://itsmprofessor.net">itsmprofessor.net</a> later this month for more on measuring employee satisfaction.</p>
3.	<p><b>Q: Sometimes policies are in place as a result of cost. What is a good example of how to inform customers/users that there a "cost" to IT from asking for help, changes, new items etc. Thoughts?</b></p> <p>A: Information to customers and users about the costs behind their requests should happen before the customer even calls. The question speaks to putting Service Level Agreements (SLAs) in place. The business has to support what SLAs they say they want in place. The decision happens before a call takes place and the decision has to be communicated out. As part of communicating SLAs, make sure the users understand there are targets in place, why they are in place and what the costs are behind the target. It is not up to an analyst in the course of a call to have to shoulder the reason why the greater organization has made a decision. Layered communication outward to the user community should happen at a corporate-wide level.</p>
4.	<p><b>Q: Why do I have to enter my account number to an automated service and then when I finally get to a service representative that is the first thing they ask me for again?</b></p> <p>A: It is a sign that organization's technology is not working. Either the computer telephony interface isn't working or the analyst can't access the data supplied by the customer. So there are multiple violations...the company is not does what it takes to either get the technology to work or stop requiring that the customer enter data needlessly; they do not care about customer satisfaction as it is very likely that customers are complaining; they do not care about employee satisfaction as it is very likely that employees are complaining as well. Not only would being able to access the data enable employees to be more productive but it would mean they wouldn't get yelled at by customers for something that is out of their control.</p>

5. **Q: Should language that customers don't respond well to be documented? For example, I dislike when people respond to my "thank you" with the phrase "no problem."**

A: Slang is prevalent in today's customer service world, especially with the use of social media and texting. Based on our age or preferences, one phrase may seem favorable to one category of users but disagreeable to others. This is an example of a topic the team can discuss during a meeting and work out phrases that everyone can feel comfortable with. It's also important to listen to customers and any feedback that they provide. A good service management culture will use that feedback as a teaching opportunity or a catalyst for discussion on how to respond to various customer preferences.