



HANDLING OF TECHNICAL SUPPORT REQUESTS PROCEDURE

Background –

Branches will receive frequent requests for technical support and as part of their day to day operations need to be prepared to provide such support. There is however limitation to availability of qualified team members to respond to the requests. Additionally it has proven to be a dangerous practice to provide technical advice over the telephone given the high risk of communication error.

Procedure –

- Remain positive to the request at all times. We want to solve the issue.
- Correct and detailed information is required and photos from site would be a bonus.
- To ensure correct information and response the enquiry must be emailed to the branch and you will get the first available technician to respond.
- If the technician is unable to solve the issue he may decide to email the service desk to request support copying the customer in to keep them informed.

Notes –

- Technicians should not provide instruction over the phone. The risk of mistake is too high and the danger can be life threatening.
- Branches should not refer the customer to ring any other branch other than the branch where the product was purchased.
- The service desk when involved will keep the branch informed by way of copying them into the exchange for both their information and their ongoing knowledge.

Version - 20022019