

Championship Level Customer Support

Rachel Stys, ITAPP – College of Law



ITS 
SEMINOLE
SHOWCASE

Game Plan

- The customer service mindset
- Before/during/after the user experience
 - Ease of getting help
 - Communicating like a pro
 - Following up
- Users with strong emotions: how to succeed




A little about me

- Started out doing basic IT support for a small business with only 2 employees
- Tier 1, then tier 2 phone support for Apple (iOS, macOS, watchOS, iTunes)
- SysAdmin for an association/non-profit
- IT Manager in ITAPP







Technical support is
customer service

The human
experience



Technical
skills

Solving
the user's
problem

The customer service mindset:



My work enables others to succeed.



What can I do to help?

Treat others how **THEY** want to be treated.

Before

- How easily can users get in contact with you?
- How quickly can people speak with you/get a response?

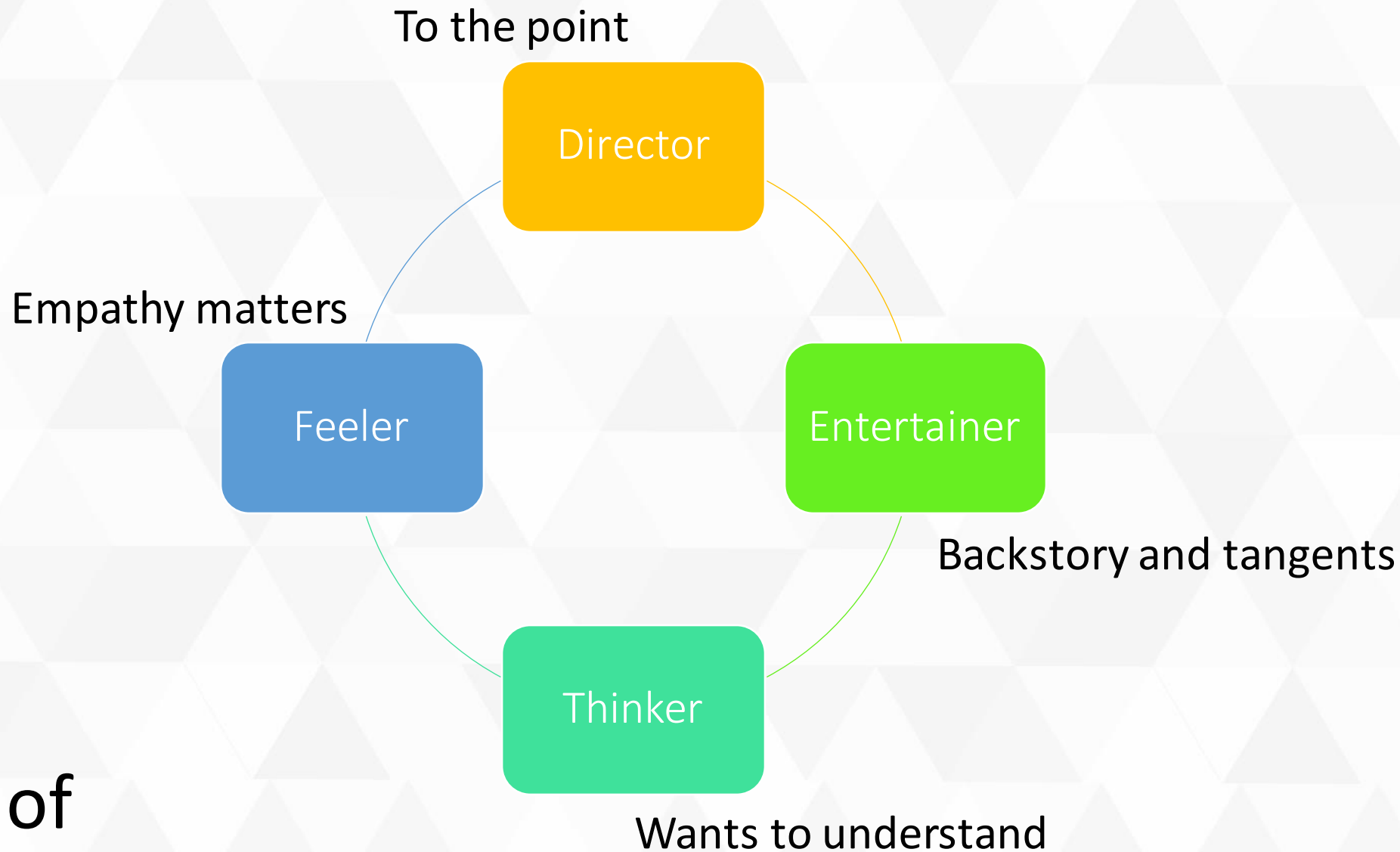


During

- First impressions matter
- Rapport is everything
- Align with their communication style
- Adjust to their technical level
- Respect their time
- Empower the user



4 Types of Communicators



During

- First impressions matter
- Rapport is everything
- Align with their communication style
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After

- Document, document, document
- Send a follow-up
- Feedback is a gift- send a survey!



And then there were the...
difficult ones

Users with strong emotions



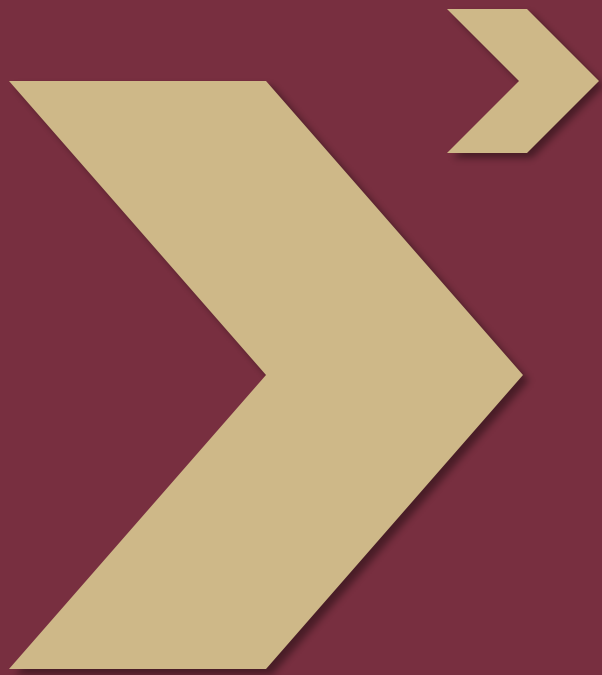
Why?

- They care immensely
- They want to feel heard
- They've had prior negative experiences

How

- It's not you, it's the situation
- Listen
- Validate and assure
- If you say it, mean it





Thank you

Please provide feedback!

