

CUSTOMER SERVICE IN I.T.

AMY KULLGREN

TINA RIVERA

CENTRAL CONNECTICUT STATE UNIVERSITY I.T. DEPARTMENT

BIOS

Amy S. Kullgren has 20 years of IT leadership experience in the financial and higher education industries. She has a BA in Economics from Smith College and an MS in Organizational Communication from Central Connecticut State University (CCSU). She has brought a lot of professionalism and customer service to User Support Services at CCSU, implementing the Customer Satisfaction Index through the HDI and supporting staff in obtaining HDI and other industry certifications. She earned HDI certifications; the first in 2002 as Help Desk Manager and later the Support Center Director certification. She currently works at CCSU as the Director of Client Support Services and teaches Fundamentals of Communication at the University.

Tina Rivera has over 20 years of IT training, service, and support experience. She has a BS in Human Resources Management, an MS in Computer Information Technology, and an MS in Educational Technology, all from Central Connecticut State University (CCSU) where she is currently employed. Tina started her career at CCSU 16 years ago as a Software Support & Training Specialist, responsible for ERP and Microsoft training, instructional documentation, software testing, and tier 2 support. She was promoted in 2010 to her current position of Help Desk Manager, where she leads a staff of 10 analysts responsible for providing customer-focused phone and in-person technology support. Tina has been a member of HDI for 15 years and holds several HDI certifications such as Customer Support Center Analyst and Customer Support Center Team Lead. She was the HDI Connecticut Chapter secretary for two years prior to stepping into the president role in the summer of 2018.

THE PERCEPTION



HOW WE CHANGED THE PERCEPTION

- Training
- Follow-up/Total Contact Ownership
- Surveys
- Customer Service Week

TRAINING – RESOURCES/PROCESSES

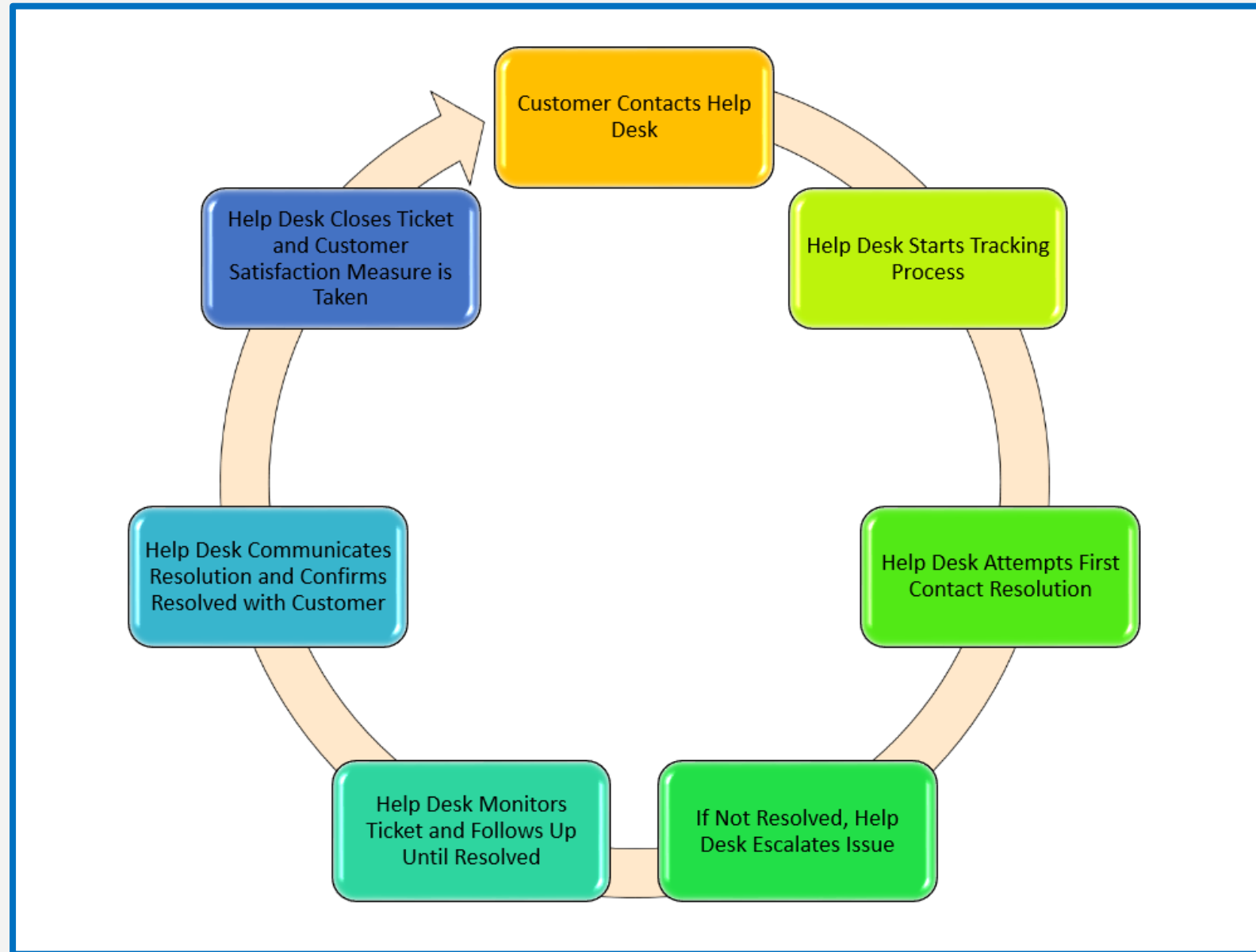
Resources

- [Through the Customer's Eyes](#)
- [Telephone Doctor](#)
- [Be Our Guest](#)
- [Canity Videos](#)
- Big Book of Customer Service Games

Processes

- Phone set up
- 3-part Greeting
- Hold/Transfer
- What not to say

TOTAL CONTACT OWNERSHIP PROCESS



RESOLVED QUEUE

The screenshot displays a help desk interface with four main panels. A large red circle highlights the bottom two panels: 'My Resolved (TCO) Incidents' and 'My Team's Unassigned Tasks'.

My Open Tasks (6)

Task	Customer Na.	Summary	Created On	Parent Id
125771		Computer Upgrade - waiting for reply	9/19/2018 5:...	20192
125460		Computer Upgrade - emailed Tom	9/17/2018 3:...	20144
125459		Computer Upgrade - emailed Tom	9/17/2018 3:...	20143
125384		Computer Upgrade - waiting for inventory	9/17/2018 1:...	20128
125375		Computer Upgrade - waiting for inventory	9/17/2018 1:...	20124
124305		Computer Upgrade - waiting for more invent...	9/6/2018 10:...	19963

My Open Incidents (4)

Incid.	Summary	Status	Priority	Customer
103014	Computer not connecting	Active	3	Austin Jakacky
102964	No Sound	Active	1	SSH209
102909	testing STC group	Active	3	Lisa Washko
102111	Various issues/questions	Active	2	Elizabeth Fangiullo

My Resolved (TCO) Incidents (4)

Incident ID	LastModBy	LastModDateTime	Customer N.	Summary	Category
103039	RiveraT	9/21/2018 8:45 AM	Daniel Broyld	Printer not...	Printer
102316	RiveraT	9/21/2018 4:00 PM	RVAC306	Screen flick...	Instructor W...
100704	RiveraT	9/21/2018 4:01 PM	Monique Du...	Duo issue w...	Duo/Secure...
102974	RiveraT	9/21/2018 4:02 PM	Amanda Fie...	Missing rep...	Other

My Team's Unassigned Tasks (24)

Task	Priority	Summary	Parent Id	Parent Obj.
12627	3	New Help Desk Assignment	103540	Incident
12627	3	New Help Desk Assignment	103539	Incident
12625	4	Employee Status Change	103524	Incident
12620	4	Computer Upgrade Request Re...	20234	ServiceReq
12617	4	Employee Status Change	103470	Incident
126187	3	New Walk-in Support Registration	103457	Incident
126180	4	Computer Upgrade Request Re...	20233	ServiceReq
126155	3	New Walk-in: Unable to connec...	103438	Incident
126129	4	Computer Upgrade Request Re...	20229	ServiceReq

DAILY REPORT



sql-reportserver@ccsu.edu

Rivera, Tina-Marie (InfoTechServ); Zwick, Alison (InfoTect)

Resolved (TCO) Tickets Older Than 3 Days

If there are problems with how this message is displayed, click here to view it in a web browser.

Daily report of Resolved (TCO) Tickets Older Than 3 Days

TCO Tickets Older Than 3 Days

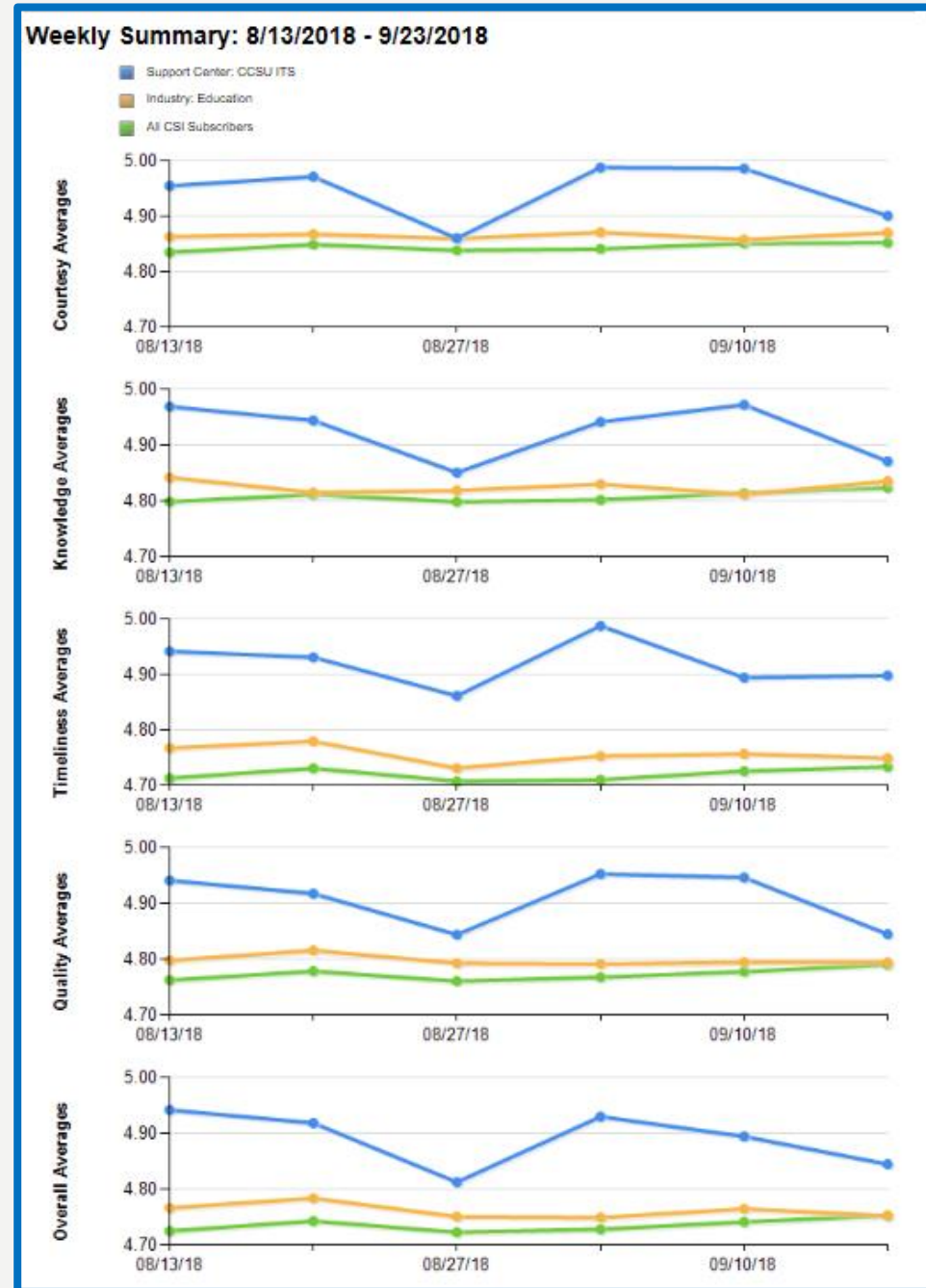
Owner	Incident Number	Profile Full Name	Mod Date	Pty
bm9683				
	102313	Dana Edmondson	09/20/18	3
	103244	Theresa Mastrogiovanni	09/21/18	3
Mary Rinaldo-Ducat				
	101915	Shaela Barry	09/21/18	4
ml3629				
	103006	Rachel Siporin	09/21/18	2
	103225	Chad Valk	09/21/18	3
RiveraT				
	100704	Monique Durant	09/21/18	3
	102316	RVAC306	09/21/18	1
	102974	Amanda Fields	09/21/18	3
	103039	Daniel Broyld	09/21/18	3
romeroenj				
	102411	Jordan Polun	09/12/18	3
cc3036				

HOW MANY OF YOU ARE SURVEYING YOUR CUSTOMERS?

- Do you know about HDI's Customer Satisfaction Index?
- Pricing starts at \$3,495 (Members get a discount!).
- Integrates with your service management system.
- Very customizable!

CSI

- Benchmarking
- Flexible Reporting



CSI SURVEY EMAIL TO CUSTOMER

From: CSI Service on behalf of CCSU's IT Department <csisurveymailer@thinkhdi-csi.com>

Sent: Thursday, August 30, 2018 9:48:20 AM

To: Rivera, Tina-Marie (InfoTechServ)

Subject: How well did the CCSU IT Department serve you?

*Please complete our customer satisfaction survey at your earliest convenience.
This survey takes less than one minute to complete. We appreciate your time!*

Hello Tina-Marie,

The CCSU IT Department has asked HDI, an independent industry association, to randomly select closed incidents to better monitor customer satisfaction levels. Your response will help CCSU's IT Department improve service quality.

Incident # 19728 closed on 8/28/2018 9:47 AM

Incident Desc: Blackboard Enrollment Request

[Take Survey Now](#)

Thank you for participating in this survey; CCSU's IT Department values your opinion. Should you have any questions, please feel free to contact [the CCSU IT Department](#) at 860-832-1720.

[Click here for more information about HDI.](#)

[Click here to opt out of future surveys](#)

CSI SURVEY EMAIL RESPONSE

From: www.thinkhdi-csi.com <csialertsmailer@thinkhdi-csi.com>

Sent: Friday, September 21, 2018 7:52 PM

To: Kullgren, Amy (InfoTechServ) <amy.kullgren@ccsu.edu>; Rivera, Tina-Marie (InfoTechServ) <RiveraT@ccsu.edu>

Subject: CSI Survey Alert

A survey was submitted that matched one or more alert values: [Click here to view the survey.](#)

Survey Answers (*Red answers triggered this alert*):

- Courtesy: 5
- **Knowledge: 2**
- Timeliness: 4
- **Quality: 2**
- **Overall: 2**
- **Additional Feedback: Have to call to be assisted. Though the computers are in Barrows hall with new programming for Google Slides**
- Contact Me: Not Checked

Support Center: CCSU ITS

Incident #: 102961

Closed Date: Tuesday, September 18, 2018 9:10:47 AM

Customer: [Joe Customer](#)

Agent1: [smith](#)

CatMaj: [Systems](#)

OrgMaj: Student

Location: Email

NATIONAL CUSTOMER SERVICE WEEK

“Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis. In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week in October.”

CSW

- Games
- Food
- Fun
- Recharge our batteries
- Thank you cards
- Resources <https://www.csweek.com>



QUESTIONS?

THANK YOU!!

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Support Services

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Tina Rivera
Help Desk
Manager

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