

Tech Training - New for the 2016-17 School Year

Phone Call Escalation

Nick Corduan (Tech Services) has suggested that calls from faculty/staff requiring escalation to TS be immediately transferred to the workroom. Nick feels that having the client on the phone at that very moment will help them avoid delays in delivering solutions.

1. Tell the client you are going to see if someone from IT can help immediately
2. Set up a conference call with 4050
3. While the client is still on hold, quickly explain to the TS tech that you have a client on hold
4. Bring the client into the conversation
5. Explain for the client the issue
6. After verifying that TS can help them, politely excuse yourself from the conversation
7. Create/Update the ticket to note escalation to TS