Subject: --Tips for calling technical support PLZ READ--
Posted by [sg]the0ne on Tue, 22 Apr 2003 11:36:29 GMT
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I've worked for ISP phone based technical support for a total of 2yrs for two different ISP's. I've worked as a level 1, 2 & 3 technician (initial contact, 'supervisor' & senior tech).

1) Be nice. Pissing off the person helping you WILL NOT get you the best support. In most cases they will do less just to get your stupid ass of their phone.

2) Have as much info about the problem as possible.

3) At least pretend like you believe they can help. Even the morons that do support have tons of info/walkthroughs/job aids etc. Once again, piss of technician = you off the phone asap.

4) Not everyone who does tech support is a moron even though you may have run into a few. Call a few times about the same issue if you think you're getting 'hosed'. Within those few calls you should run into someone who really knows their shit, these people generally give it to you straight. Even if you don't having 4 techs tell you the same thing pretty much ensures that all they are allowed to do etc.

5) These people have their hands tied. They may be dying to help you because they know the answer but remember this. Your little freaking computer problem isn't worth me losing my job...so sorry.

6) Don't lie. 99.99% of all tech support documents details about your calls. This info is probably available to the person you're attempting to lie to. So find a nice way to say, "hey these other 5 fucks dont know shit, can you help?" Not to mention these people deal with this product and it's issues all day long, they have a good idea of what is in the relm of possible. Lie Once = I don't freaking believe shit your telling me sucker...now get off my phone.

7) Ask if their is another level of support available & how you get in touch with them. ie, right now or scheduled call back.

Apply those things and you'll get some of the best tech support possible.