

Phone routing System – user guide



Introduction

Our goal at SLB is to institutionalize best industry practices for customer support. You told us you wanted direct and fast access to support and on-time quality resolution to phone incidents, so we have a phone system with embedded technology to streamline the process of connecting a caller with an appropriate technical support person.

Key features

- One local or toll-free telephone number -- easy to remember
- Interactive menus to get to the technical expert with the right expertise -- faster incident resolution
- Customer ID and Ticket Number recognition, immediately retrieves your details -- speeds up calltimes
- Support is offered in local languages (with regional variation) – easier for you to describe your problem



Fast response

- If your call cannot be answered immediately it is re-directed to other support centers or message service -- you get connected fast with no need to hang on the line
- Ticket management tools and process ensure good follow up, communication and action
 - ❖ You can track your tickets online to see how support staff have interpreted your phone call.
 - ❖ Call redirection process ensures high speed access to support for over 100 products.
 - ❖ Ticket tracking metrics used to improve service.



Caller process

System handles keypad or voice activated answers using the workflow below.

- STEP 1 Dial your local Support Center telephone number.

- STEP 2 After the welcome greeting press the options as below
 If you are calling regarding Software Support Services; press 1
 If you are calling DELFI Services; press 2
 If you are a Sensia User; press 3

- STEP 3 Say if you are calling about a 'new' ticket YES or NO

- STEP 4 Enter your customer ID number on your telephone 123456# keypad followed by # or
 Enter the ticket number you are calling about on your telephone 56789# keypad followed
 by #

- STEP 5 Call transferred to your Support Center to specific product team.
 Support Staff see your contact details and ticket details.



Want to skip ahead?

You can interrupt at any time if you know the answer to the question without waiting for the system to ask the full question.

Don't know your ticket number or customer ID when making a follow up call?

View your tickets online at <http://www.software.slb.com/support> or press # key after step three to be transferred to your Support Center.

