

## Phone routing system – user guide

### Introduction

Our goal at Schlumberger 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 call times
- 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 say/select the product you require assistance with See product selection menu options below for selecting product	Petrel or PIPESIM etc.
STEP 3	Say if you are calling about a 'new' ticket	YES or NO
STEP 4	Enter your customer ID number on your telephone keypad followed by # OR Enter the ticket number you are calling about on your telephone keypad followed by #	123456# 56789#
STEP 5	Call transferred to your Support Center — to specific product team. Support Staff see your contact details and ticket details on their	

#### 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.

## Product selection menu

- 1 GeoFrame
- 2 Petrel
- 3 Reservoir Simulation (incl. Petrel RE)
- 4 Production
- 5 Techlog
- 6 Merak
- 7 Other >>
  - 1 Drilling
  - 2 PetroMod
  - 3 Information, Data Management
  - 4 Infrastructure Services
  - 5 Training
  - 6 Product demonstrations, quotes, licensing
  - 7 Other
  - # Return to previous menu

**For other questions use 1= Yes, 2 =No Use \* to repeat menu options**