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 press the options as below - If you are calling regarding **Software Support** Services; **press 1** If you are calling regarding **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.