

Project Name:

Tech Support Call Center

What was the problem

- Unable to track tech support calls;
- Forgotten call details through 'phone booth' effect;
- Customers asked multiple times for the same information by different departments;

Lean Solution

Develop an application that allows technicians to log all incoming tech support calls into an online, easy to use, and intuitive interface. The call log automatically timestamps all logs and updates, allows access to sales team for replacement part quoting, keeps an ongoing conversation log so any technician can continue call support on any call where it was previously left off.

Additional benefits include:

- Search ability so if similar issues arise, the technician can search for possible solutions.
- Allow recognition of common problems which may be the result of design or process flaws.
- An open & closed call list for quick reference to open issues.
- Connection to the drawing database application so the technician has instant access to drawings and machine related documentation.

Client Feedback

Rhetech has expressed a high level of satisfaction with the application. It has allowed them to reduce response time to technical support issues, improved customer satisfaction through the tech support process, and has exposed several design flaws through repeat issues. Technicians have also found it easier to resume issues previously started by other technicians. Rhetech expects the application to continue to provide benefits as the database grows.

Lean Process Company:

Rhetech Inc.

www.rhetechnic.com

About Company:

New and Used Semiconductor Equipment Supplier, Semitool Factory Authorized Restorations, Upgrades, OEM Parts, Repairs, and Worldwide Support

Potential or Realized Cost Savings:

Call time savings average: 45 min.

Estimated month savings: \$780

Using our custom developed lean tools, all of our customers have experienced substantial cost savings. In EVERY case, our solutions have saved our customers thousands of dollars and have paid for themselves in less than 6 months. Contact us today to setup a consultation and stop throwing money out the window!



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