



Welcome! How can we help you?

About

Welcome to DemoCo! To help you get started on your journey, you will find many helpful links to articles and how-to guides. These will prepare you with the knowledge you need to succeed as a technical customer service representative. Happy reading!

Get in contact

- Email CustomerServiceLeads
- #customer-service
- Reach out to Your Team

Top topics

Basics of Customer Service

- The Keys to Greatness
- Customer Support SOP
- Using the Ticketing System

Troubleshooting

- Troubleshooting Steps
- The OSI Model
- Further Reading

Hardware

- Power Issues
- Display is Off
- External Devices

Software

- Boot Errors
- Software Installation
- Viruses

Common Issues

- Problems Logging In
- Navigating Forms
- Billing Issues

If All Else Fails...

- Escalation
 - Further Education
 - Upcoming Trainings
-

The Keys to Great Customer Service



Owned by Michelle Idler 
Last updated: Sep 01, 2023 • 2 min read



Image from Salesforce Canada website

At DemoCo., we strive to provide the highest quality customer experience in the industry. We rely on our expert customer service representatives to make this a reality, through their strong interpersonal skills and advanced problem-solving abilities. Here are a few important aspects of great customer service to keep in mind as you interact with our customers.

Friendliness: One of the most important characteristics of a great customer service representative is friendliness. A representative's tone and attitude can heavily affect the customer's mood and behavior. A customer calling in for help may be frustrated and a friendly interaction from their customer service representative can change their disposition. For the best possible support calls, always strive to be kind and warm to your customers.

Empathy: Empathy is another important characteristic of a successful customer service representative. Remember that customers who contact DemoCo. for help are having a problem, and may be feeling upset. Put yourself in their shoes and remember a time when you had a problem and reached out for support. How did you feel? You may have felt confused, frustrated, upset, or even angry. Keep in mind that customers need your help and that you are uniquely suited to help them.



Standard Operating Procedure

 Owned by Michelle Idler 
 Last updated: just a moment ago • 1 min read

Resolving a Customer Inquiry

Date: September 9, 2023

Purpose

This document provides standard guidelines for interactions with customers who are requesting support.

Scope

This document offers guidance to Level 1 technical customer service providers as they resolve customer inquiries through the customer service portal.

Procedure steps

Follow these steps:

1. Answer the incoming call using the standard greeting script.
2. Gather information from the customer regarding the issue.
3. Troubleshoot the issue using standard troubleshooting guidelines.
4. Document the resolution details or escalate the ticket to Level 2 technicians.

Resources

Please see the attached documents:


- *Standard greeting scripts*
- *Troubleshooting guidelines*
- *Documentation examples*

+ Add label



Power Issues




Owned by Michelle Idler, created with a template 

Last updated: a minute ago • 1 min read

Problem

When a device does not turn on and no power indicator light illuminates, the first issue to suspect is power to the device.




 Troubleshooting power issues can be hazardous. Never touch exposed wires or disassemble a power supply.

Solution

Follow these step-by-step directions to resolve power issues:

1. Check the outlet for power problems or try moving the power cable to a different outlet.
2. If using a power strip or surge protector, ensure it is plugged in and turned on.
3. Ensure all cables to the device are firmly connected.
4. Try a different power cable if one is available.
5. Discharge the computer:
 - a. Unplug all cables from the back of the device, including power.
 - b. Hold down the power button on the device for 30 seconds.
 - c. Leave the device unplugged for at least 15 minutes.
 - d. After 15 minutes, reconnect the power cable to the device. If device does not power on and the power indicator light does not illuminate, the power supply may need to be replaced.

Related articles

-  [Power Issues](#)
-  [Display is Off](#)
-  [Problems Logging In](#)

