

Questions for Support Analysts

Broad Questions

- Why do customers escalate their issues?
 - Can you identify certain attributes about the issue, customer, or IBM that may trigger customers to escalate their issue?
 - Issue
 - Customer
 - IBM
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Specific Questions

In-depth

- What jump in severity should we consider serious and mark as a heuristic
 - 4 to 3? 3 to 2? Perhaps 3 to 1?
 - Or is it just the actual level, so level 1 is the most serious..?
 - Should we record if a PMR was ever a Sev1?
- When severity is changed more than once in two days..?
- Customer goes without contact for 2 days..?
- Customer does not hear back within X working hours or Y total hours..?
- Number of times at which a customer responds at the end of the work day?
- Number of times their problem has changed queues?
- Number of support people they have dealt with?
- How many total Calls have customers had to respond to?
- Number of times a customer has been asked for additional information?
- Should we record certain trigger words?
 - Database, server, system, multiple people, etc..?
- How many PMRs have been filed against this customer?
- How many CritSits have been filed by this customer?
- How many different products are owned by this customer?

Evaluation

- What do you think about the current evaluation of each of the categories?
 - Are there any that do not make sense?
 - Should any of them be removed?
- Are there any additional attributes you would add to the category?