

Why Creating a Job Ticket Is the Fastest Way to get HELP

Our goal is to create products that are reliable and easy to use, but we are in a complex industry and many issues that need technical assistance can arise. We also know that when someone needs help, they want it as soon as possible. We have found that creating JOB TICKETS is the most efficient way to get help for our customers. The reasons are described below:

Our Tellacom online HELP DESK is at the heart of our technical support system. Even though our technicians, programmers, sales, and other office staff are physically in several different locations, they are all connected with the HELP DESK. Whenever anyone creates a JOB TICKET, it immediately pops up on everyone's HELP DESK screen. This is constantly monitored by several people.

Technical support is provided on a first come, first serve basis, as most companies use. The fastest way to do this is to create a JOB TICKET. Circumventing the system can actually delay a customer from receiving assistance.

Examples of what causes those delays in getting help:

Example 1: If someone contacts (emails, calls, or Googles) a specific technician requesting help, that technician may be gone or on a long call and cannot respond for awhile. If, however, a JOB TICKET is created by the customer, all the technicians and office staff can see it and then someone else can respond more quickly.

Example 2: If someone calls our sales office and asks to get technical support, all of our staff may be on the phone or with someone and cannot create a JOB TICKET immediately. This results in a slower response for help than if the customer created his own JOB TICKET.

If someone does not have access to the internet but still needs help, the second best way to get help is to call 972-248-0341 and leave a message. Voice messages are listened to frequently during the day by the Technicians and then Job Tickets are created.