

# Phone routing System – User guide

# Introduction

Our goal at SLB 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 calltimes
- 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 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 <https://www.software.slb.com/support> or press # key after step three to be transferred to your Support Center.

