HISPASAT Group - Contact Center - User Manual

Contact Center User Manual

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Indice

1. Introduction

As a result of the continuous improvement process of the HISPASAT Group, we have identified areas for action to improve the quality of service to our customers in two main aspects, in on one side the processes and procedures and in on the other side the implementation of management tools.

The HISPASAT Group launches a new system of contact for customers, based on two new tools, a telephone service (call center) 24x7 and a WEB access to unify the "tickets" management.

With the implementation of these tools the Group possesses an integrated management system that will enable improved levels of operational efficiency, the flow of information with the client, managing call queues, to increase the quality of service.

Both tools are described in this document and the information needed to use is given. All the information needed is provided.

2. Customer Care Process

This updated process aims to establish systematic resolution of incidents, claims, complaints, suggestions and requests for information of the HISPASAT Group's customers, in order to respond and keep them informed throughout the process.

Main features:

- It Updates different initiatives aimed at managing complaints, incidents, claims, suggestions and other activities related to the business.

- It Organizes the inflow of customer requests through a single channel, i.e. a global ticketing management system."

- These requests are made via the call centre or through online access, the purpose of which is to receive record, classify and distribute all of them within a single management system at the Group.

- It assigns and transfers them directly to the corresponding area (business, sales, administration, legal, operations, engineering, etc.) to be processed and solved.

- It defines the criteria for criticality and escalation based on the ticket type.

- It organizes communication with customers during the whole resolution process and defines notifications and reports from the opening to the closure of the tickets both internally and for customers.

- It measures "a posteriori" the satisfaction with respect to the continuous improvement cycle and the knowledge base.

The process uses the "tickets" management system tool to allow users to keep track of them, add comments, notes, until they are solved. Each time the user of the system makes a change, the system registers and notifies it.

A Ticket of Incidence, Complaint, Claim, Suggestion, requests request for information, support (technical, commercial) or other specific business activities, has a life cycle defined in the management system:
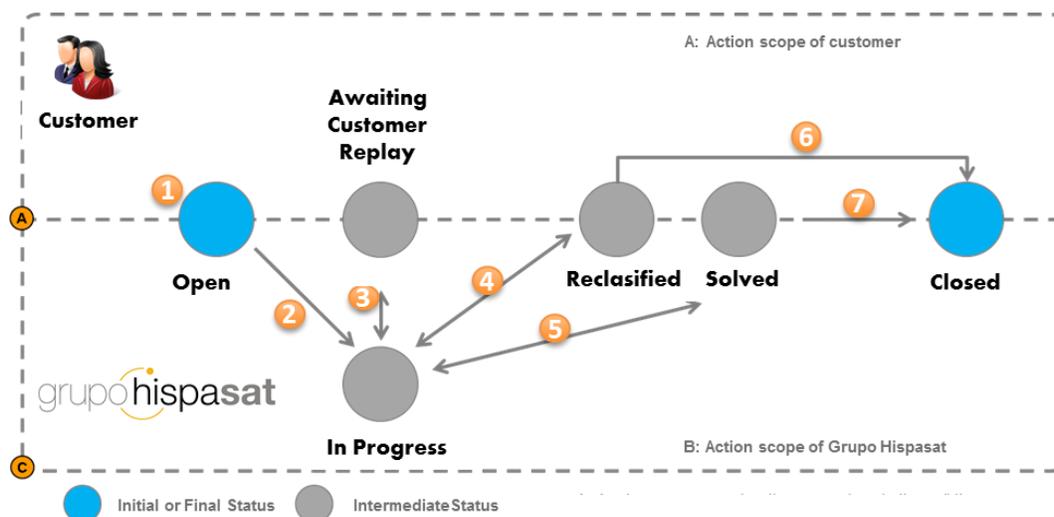
Ticket status:

- **Open**: initial state when a "ticket" is created
- **In progress**: state which happens when the person assigned starts to work on the resolution of the ticket
- **Awaiting Customer Replay**: If the Hispasat's operator has not enough information to resolve the ticket, proceeds to request more information to the customer and changes the ticket status to "Awaiting Customer replay". Once the information is received would change the status back to "In Progress".
- **Reclassified**: If the operator Hispasat is acting on a ticket that identifies as not properly qualified, changes the status to Reclassified and add adds a public note stating why it's reclassified.
- **Solved**: state that happens when it considers that the "ticket" is solved. If, however , the customer does not agree with the solution can reopen the ticket for what would happen back to "In progress"
- **Closed**: if the ticket is in "Solved" state, it may become "Closed" either if customer considers as such, or automatically after 7 days.

Tickets can be consulted at any time either on the WEB or through the Call Center.

3. Customer Communication System

The Hispasat Group launches a new contacting system for its customers, based on two new tools that will allow the ability to improve customer service.

This new customer care system consists of:

1. A telephone service (call center) giving 24x7 service, guarantees that all calls are attended, recorded and processed, making the network operation centres (NOCs) more efficient by transferring only the corresponding calls to them..
2. An online WEB access, a single management system of "tickets".

With the launch of these two tools, the concept of operation of this new system is described as follows:
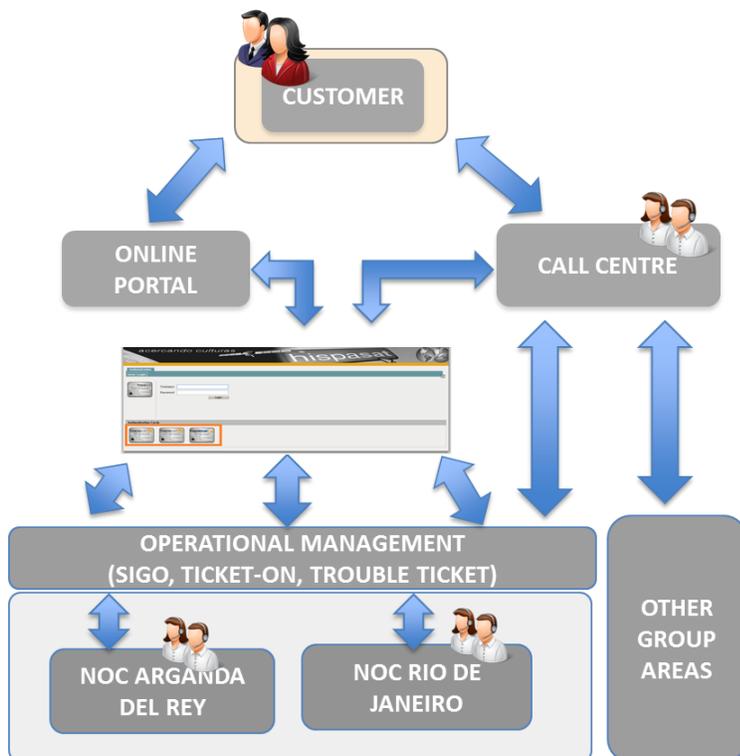
4. Customer Registration

To ensure proper attention to the new access system needs to be properly registered in the system, this requires access to the customer information duly updated:

- Customers, companies and their contacts must be duly registered in the databases,

- A GLOBAL_ID is assigned to each customer, code with which the customer is recorded in the system (eg "*CUSTOMER NAME*", global_id: *12345*)

- Points of contact (general e-mail accounts) for each area (commercial, sales, administration, legal, operational, engineering) that are correctly identified and registered.

- Customers need to know which NOC (Arganda del Rey/Río de Janeiro) will attend the operation of their services.

5. Telephone Customer Care Service

This 24x7 service is implemented to guarantee personal attention in three languages (Spanish, Portuguese and English), facilitating access from the geographic service areas where it operates the Hispasat Group through local phone lines in different countries. This allows also to record all telephone calls, generating the corresponding ticket and ensuring that they will be treated in the appropriate area, improving the quality of service.

Through this, the Call Center can:

- Attend and better manage complaints, service incidents, claims, suggestions, and any other matters that may arise from customers, registering all calls using "Tickets".

- Get access to Group network operation centers (NOC's of Rio de Janeiro in Brazil and in Spain Arganda del Rey) for everything related services, alignments, Booking, peak & poll, requests for information, events.

- Create, view, modify, solve, close "Tickets". Changes of "Tickets" status are notified automatically.

- Receive consult notifications alerts, general incidents, scheduled works.

Phone numbers to contact are:

COUNTRY	PHONE
Spain	+34 910 609 851 OCCASIONAL USE +34 918 700 140 +34 918 718 313 +34 918 750 199
Brasil	+55 21 239 10372 OCCASIONAL USE +55 21 3266 8154/8155/8156 OCCASIONAL USE TOLL FREE/GRATIS: 0800 28 29 488 Skype: Pmc_hispamar
Argentina	+54 11 5217 0785
Belgium	+32 2 588 20 76
Chile	+56 2 2898 8247
France	+33 1 83 75 34 86
Israel	+97 233 741 329
Italia	+39 06 94 80 30 32
México	+52 55 417 08 124 Skype: +52 55 842 17 942
Perú	+51 1 6419248
Portugal	+351 30 040 4466
Swiss	+41 435 081 883
United Kingdom	+44 207 04 84 085
United States of America	+1 (202) 499 14 47 Skype: +1 (415) 871 04 81 west coast Skype: +1 (202) 470 68 62 east coast
Venezuela	+58 212 7719067

6. Online WEB Access

To get access to this web portal use the URL: **https://contactcenter.hispasat.es** the customers are granted access only when registered, ie have a "user-id" and "password".

- Select window:
    - Space capacity
    - Broadband (HISPASAT, Europe, Latin America)
    - Broadband (Banda Larga, HISPAMAR, Brazil)
- Working with the tool
    - Create "tickets"
    - Search "tickets"

After selecting the window depending on the operational platform to be used, you need to authenticate yourself with your credentials, user ID" and "password, then click the button "login"

Access to the home screen of the portal is given.

Here it can easily create, search, view, add notes, change status, and close "tickets". Here, the mandatory fields that have to be filled in order for the ticket to be processed are indicated with an asterisk (*).

6.1. Create a "Ticket"

To create a ticket you must press the "create ticket" button:

Then, in the ticket registration form all fields are to fill up, the ones with (*) are mandatory to be filled up to create the ticket:

As shown in the screenshot, the information on the screen to create ticket is divided into different sections:

1. Select the type of ticket, the NOC, the service type (as if Space Capacity or Broadband) and finally the area affected:

2. The next section shows that customer information has been authenticated, where you can modify customer contact information.

Client Information

Contact name: quantisOp quantisOp   Client: QUANTIS GLOBAL, S.L.

Country: State/Province: City: Postal code:

Contact phone: Mobile phone: Email: noreply@hispasat.es

3. This section allows to enter a ticket title and a corresponding description:

Case Information

Title *:

Description *:

4. This last section will be opened according to the own data of operational incidents depending on the type of it. (Transponder, product, carrier and terminals). Below there is an example screenshot displayed for Broadband.

Broadband

Incident type *: Service incident   Service impact *: Further degradation

Platform *: I-DIRECT

Product Information

Product	Father	
Slot Quantis		
Servicio 1	Slot Quantis	
Servicio 2	Slot Quantis	
Cuentas Gilat		
EU - 1M/256k FUP	Cuentas Gilat	
EU - 1M/256k Limitado 2GB	Cuentas Gilat	

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5. Then to create the ticket click on the "create" button:

Create

According to the ticket status, this changes by default in the **open state**.

6.2. Tickets Consulting Service

This use case allows a user to view detailed Ticket information, status and notes.

Interface fields are not editable, ie read only. The information portal is one that is classified as public.

To proceed to locate a ticket will need to click on the "Search ticket" button:
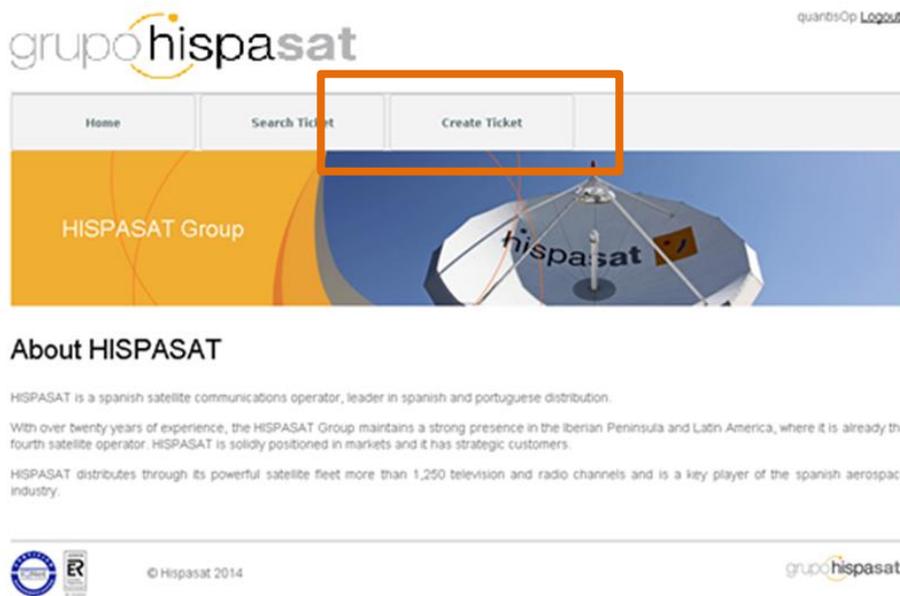
After pressing the "Ticket Search" button, a search form opens:

Ticket Search

Criteria

Number:

Title:

Ticket Type:

Service Type:

NOC:

Area:

Status:

Created on from:

Created on to:

Search

Search Results

Title	Number	Type of Service	Ticket Type	NOC	Area	Status	Created on

1... | ◄◄ ◄ | Page 1 | of 1 | ► ►► | ↻

View   New ticket

In the form of tickets, define the search criteria, once defined, click on the "Search" button.

Ticket Search

Criteria

Number:

Title:

Ticket Type:

Service Type:

NOC:

Area:

Status:

Created on from:

Created on to:

Search

Then the list of tickets that meet the search criteria entered is displayed:

Search Results

Title	Number	Type of Service	Ticket Type	NOC	Area	Status	Created on
Test 15 BA	CAS-01358-H8X4F3	Broadband	Incidence	Hispasat	Contractual / Leg:	Active	19/03/2014
PEticion de informacion BA	CAS-01381-G1Q5B9	Broadband	Request for information	Hispasat	other	Active	19/03/2014
PETICION INFO BA	CAS-01382-X5Q3C2	Broadband	Request for information	Hispasat	Provision of Servi	Active	19/03/2014
Test Caso BA Accenture con fecha:	CAS-01409-F5L4D4	Broadband	Incidence	Hispasat	Contractual / Leg:	Active	20/03/2014
PETICION DE INFORMACION	CAS-01423-S4X4P9	Broadband	Request for information	Hispasat	Provision of Servi	Active	20/03/2014
Test 3	CAS-01466-P9L2Y5	Broadband	Incidence	Hispasat	Contractual / Leg:	Active	21/03/2014

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View   New ticket

To proceed to view a ticket, click on the corresponding ticket, change the background color, and then click on the "View" button.

6.3. Adding Notes to the Ticket

The client may perform an update on a Ticket adding notes on it.

To do it once the ticket is selected (having found by ticket search tool) it is possible to proceed to add a note in the Notes section, filling in the title and description fields. If the customer wants to attach a file you must select it using the "File" button.

Notes

Name *:

Description *:

Choose File   No file chosen

Upload

Title	Description	File

Once the information is completed, click on the "Upload" button and then the note is attached to the ticket.

6.4. Changes on Ticket Status

As shown in the ticket life cycle diagram, see point 2, here it's presented the way customer can proceed to change ticket status.

6.4.1. Status: Awaiting Customer replay

In the case where the team HISPASAT thinks that more information is needed on a ticket it's displayed "waiting for details".
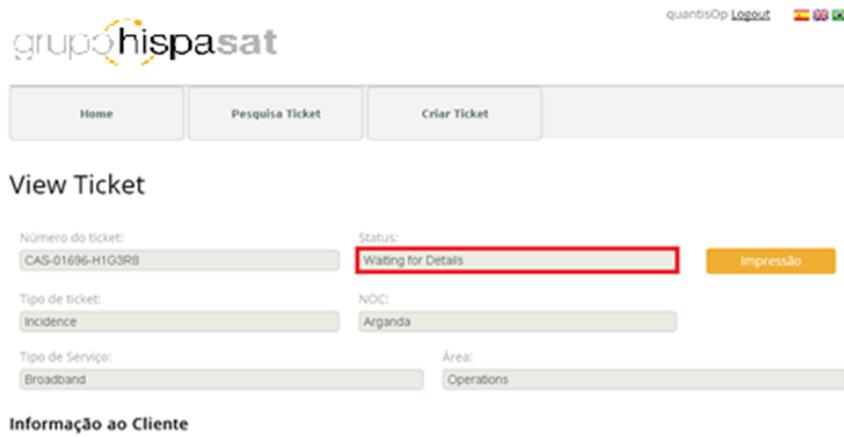
The customer should add a note; a file; the relevant information requested to the ticket and subsequently click on the "Reactivate" button, then the ticket status changes into "in progress".

Actions

[Reactivate]

Notes

Nome *:

[   ]

Descrição *:

[   ]
[   ]
[   ]

[Choose File] No file chosen   [Upload   ]

Tamanho máximo de arquivo permitido: 10 Mb.

Título	Descrição	Arquivo	Criado em
Nota sin adjunto	Test	No file attached	03/04/2014

6.4.2. Status: Reclassified

In the case where the HISPASAT operator identifies that the ticket it is not properly qualified, he will change the status to "Reclassified", indicating why it has changed to this status within a note.

View Ticket

Número do ticket:

[CAS-01696-H1G3R8]

Status:

[Reclasified]   [Impressão]

Tipo de ticket:

[Incidence]

NOC:

[Arganda]

Tipo de Serviço:

[Broadband]

Área:

[Operations]

Customer in the "Actions" window can perform the following:

- Change ticket status back to "in progress" by clicking on the "Reactivate" button if you do not agree with the reclassification of the ticket. Prior to do this you must add a note explaining the change of the ticket status.

- Change the status of the incident to "Closed" if you agree with the resolution of the ticket by clicking on the "Stitches" button. Prior to do this you must add a note explaining the change ticket status.

If the ticket has not been closed within 7 days of it already being reclassified or considered solved, it will be closed automatically.

6.4.3. Status: Solved

In the case where the Hispasat team considers a "Ticket" solved with a proposed solution, the status will appear as "Solved":

Customer in the "Actions" window can perform the following:

- Change ticket status back to "in progress" by clicking on the "Reactivate" button if you do not agree with the reclassification of the ticket. Prior to do this you may add a note explaining the change of the ticket status, add files also possible.

- Change the status of the incident to "Closed" if you agree with the resolution of the ticket by clicking on the "Close" button. Prior to do this you can add a note explaining the change of the ticket status.

Actions

Reactivate	Close

Notes

Name *:

Description *:

| Choose File | No file chosen | | Upload |

Max file size allowed: 10 Mb.

Title	Description	File	Created On
Nota sin adjunto	Descripción Nota sin adjunto	No file attached	01/04/2014
Test 1 nota	Nota 1 si adjunto	No file attached	01/04/2014

If the ticket has not been closed within 7 days or it is already being reclassified or considered solved, it will be closed automatically.

7. Annex 1_ Network Operation Centers (NOC's)

HISPASAT Group has two network operations centers (NOCs) for the services it provides (space capacity, broadband) 24/7, in:

- Arganda del Rey (Spain)
- Rio de Janeiro (Brazil)

Space capacity: 24/7 network operations centers for managing the space capacity of the satellite fleet in different orbital positions and customer service/support:

- Access to space capacity (line-up/line down, P&P)
- Signal monitoring
- Interference detection
- Anomalies resolution
- Booking of space capacity (occasional services)

Broadband: satellite broadband service platform operation centers and customer care service (ISPs):

- Broadband services monitoring
- Service provision
- Anomalies resolution

8. Annex 2_ Customer registration form

Collaboration on data to be provided / committed before the entry into operation of the management system, and Call Center tickets are requested:

- Fill in the form to get the correct information for the data bases: trade name, TAX_ID/CIF, an global e-mail address (one per functional area, to act as reflector, this way you manage internal distribution list) for communication to each area's e-mail communications (ticket's information, state changes of tickets, scheduled jobs, alerts, etc..)
- Please complete this form per functional area in your company.

Company	
Functional Area (*)	
First Name (Given Name)	
Last Name (Surname)	
Job Title/Duties	
Company's Website	
Generic Email address	
TAX_ID, CIF, NIF, TIC, …..	
Phone	
Street	
City	
State/Province	
Country	
Zip/Postal Code	

- **All fields are required.**
- **(*):** Functional areas: Administration/accounting, legal/contracts, sales, procurement, operations, engineering, other.