

Plus! the Standard+case Approach: See Service Response in a New Light



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Reviews

This publication is really gripping and fascinating. It is among the most amazing ebook i have study. I am just quickly could possibly get a satisfaction of looking at a written ebook.

(Dr. Earl Harber)

PLUS! THE STANDARD+CASE APPROACH: SEE SERVICE RESPONSE IN A NEW LIGHT



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Createspace, United States, 2013. Paperback. Book Condition: New. 278 x 214 mm. Language: English . Brand New Book ***** Print on Demand *****.If your customers see your group as bureaucratic and inflexible. If your staff feel process bound. If your process doesn't adapt to a changing world. See service response in a new light. Standard+Case is an exciting new approach to categorising and resolving any sort of response activity, such as service desk, tech support, public safety, social welfare, or health. If you have anything to do with responding to situations when providing a service, read this. It will change your view of how responses are handled. Standard+Case applies to anything that requires a human response: there's either a standard response or there isn't. Standard+Case is a new paradigm for categorising and resolving any sort of response tickets, such as service desk requests (including incidents), problems, or operational changes. The phrase a new paradigm gets much over-used but this time it applies. This approach changes the way we think about everything to do with response. Standard+Case is a universal approach to responding to situations. It offers the following tangible benefits: better utilisation of staff resources through greater throughput of responses because of more effective and efficient resolution of unknown and unfamiliar situations reduced user down-time and time spent waiting on responses fewer errors in complex and complicated situations. Standard+Case offers the following intangible benefits: greater flexibility in responding to user needs higher customer and user satisfaction improved staff morale better metrics: greater predictability of Standard responses and more meaningful monitoring of Case responses Much of our thinking in providing service is drawn from manufacturing, and focuses on standardisation (definition, repeatability) and statistical improvement of repeated tasks. But we no longer live in an industrial economy; we live...



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