

Persona: Elia

Position: Technical Support Expert

Scenario: Request for assistance - needs to analyze problem - needs to decide if he needs to fly there

Client: Prepared Client with little technical knowledge, time sensitive problem

Expectations

- Prepared Client (Analyzed Problem)
- To solve problem through remote support

ACTION	Gets Request	Create Contact	Analyze Problem with Client	Give First Instructions	Guide Client & Observe System	Conclusion	Document Support Case
TASK LIST	<p>Tasks</p> <ul style="list-style-type: none"> A. reads case B. looks up client system C. prepares what to ask 	<p>Tasks</p> <ul style="list-style-type: none"> A. set up appointment B. establishes call in MS Teams 	<p>Tasks</p> <ul style="list-style-type: none"> A. client describes problem B. discuss problem w/ prepared questions C. draws conclusions 	<p>Tasks</p> <ul style="list-style-type: none"> A. tells client where to go for preparation 	<p>Tasks</p> <ul style="list-style-type: none"> A. client calls back with mobile device B. tells client specific steps C. observes resulted reaction (loop) 	<p>Tasks</p> <ul style="list-style-type: none"> A. defines what is the problem B. solves problem C. gives final instructions 	<p>Tasks</p> <ul style="list-style-type: none"> A. documents problem and solution
NEEDS/ CHALLENGES	<ul style="list-style-type: none"> • good problem description • easy access to documentation on client system • Q&A 	<ul style="list-style-type: none"> • stable connection • finding timeslot for appointment • time zones 	<ul style="list-style-type: none"> • knowledge of client • understands problem of client • cooperative client 	<ul style="list-style-type: none"> • client that has access to system (building machine) 	<ul style="list-style-type: none"> • stable internet connection • good image quality • not stupid client • client with access • process of elimination 	<ul style="list-style-type: none"> • knows what the problem is • gives good solution for client 	<ul style="list-style-type: none"> • material (video/image) to add to documentation
TOUCHPOINTS	<ul style="list-style-type: none"> • E-Mail 	<ul style="list-style-type: none"> • E-Mail • Microsoft Teams (Desktop) 	<ul style="list-style-type: none"> • Phone call = Microsoft Teams Audio (Desktop) 	<ul style="list-style-type: none"> • Microsoft Teams Audio (Desktop) 	<ul style="list-style-type: none"> • Microsoft Teams Video (Mobile) 	<ul style="list-style-type: none"> • Microsoft Teams Video (Mobile) • E-Mail (Desktop) 	<p>Area to improve</p>
STAKEHOLDER	<ul style="list-style-type: none"> • Head of Support • Technical Support Expert • Client 	<ul style="list-style-type: none"> • Technical Support Expert • Client 	<ul style="list-style-type: none"> • Technical Support Expert • Client 	<ul style="list-style-type: none"> • Technical Support Expert • Client 	<ul style="list-style-type: none"> • Technical Support Expert • Client 	<ul style="list-style-type: none"> • Technical Support Expert • Client 	<ul style="list-style-type: none"> • Technical Support Expert • Head of Support
IMPROVEMENT OPPORTUNITIES (with AR)	<ul style="list-style-type: none"> • additional information from client documented by AR glasses (Image & Video Material) • mark points in recording 	<p>Area to improve</p>	<ul style="list-style-type: none"> • fall back on additional information from client documented by AR glasses (Image & Video Material) 	<ul style="list-style-type: none"> • offline documentation of instructions 	<ul style="list-style-type: none"> • online • Eye on Site • hands free • See effects of instructions • high resolution image 	<ul style="list-style-type: none"> • online • Eye on Site • instruction/task list for offline fix 	<ul style="list-style-type: none"> • video/image material gets archived automatically in documentation system

