



C'mon; Can't We Just Talk And Get The Problem Fixed



Timely Telecom -

Even as an executive responsible for delivering customer service, in real life, you are both a provider and a *consumer* of customer support. Some perspective (indulge me)- I live in a townhouse community and while working from home I heard people on the roof. Assuming it was routine maintenance, gutter cleaning etc. I ignored them until the noise continued for several hours. When I approached the workers to find out what was going on I was told they were repairing a leak by replacing a portion of the roof. I had no leak and wanted to find out what was going on without delay!

I attempted to contact our management company only to find they had cocooned themselves behind voice mail and an e-mail only contact procedure. It was only when I reached out to a board member who had a direct access telephone number that I could correct what was going on.

Frankly, had I advised the management company regarding their communications system in the past, given the capabilities available, I would have acceded to their concerns and likely suggested their managing access from a demanding clientele with a similar solution. Today things would be different!

Managing client access is certainly not unique to property management and many services providers including medical and dental, financial services, HVAC and fuel services, utility contractors, transportation companies, and others should consider adaptive customer interaction models.

With the capabilities of contemporary technology, the policies and manner of interactions can be better defined providing improved customer service while preserving the businesses need to manage customer access. Our responsibility is to counsel our clients regarding business improvement practices in addition to communication technology selections.

Again, as both providers and consumers of customer services we should be sensitive to the urgencies that at times merit unique interactions. Let us help develop the appropriate methods that can elevate your business process and improve customer perception.

Contact ConOps Solutions at 908 864-2102 for a no obligation discussion regarding the best approach to your communications technology needs.

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