



September 29, 2010

Dear Campus Community:

Thank you for your continued feedback and ideas for the Technology Support Center (TSC). We're pleased to share our progress and service improvement strategies.

SELF-SERVICE ONLINE TICKETING: Self-Service online ticketing service is up and running, and many of you are already using it when interacting with the TSC. Now, for a limited time, we'll give you a USB flash drive when you use iConnect Self-Service to request support during our October promotion.

Free 1G USB flash drive to each person who creates a TSC Helpdesk ticket using iConnect Self-Service from Oct. 1 – 29. *



*While supplies last. iCIT employees do not qualify for the promotion. Must be an actual service problem. One flash drive per person. Flash drives will be distributed at the end of the promotional period. Promotional end date subject to change.

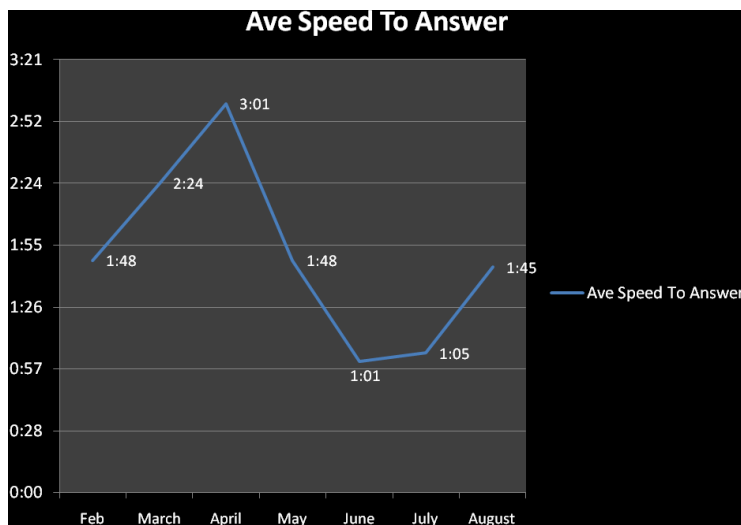
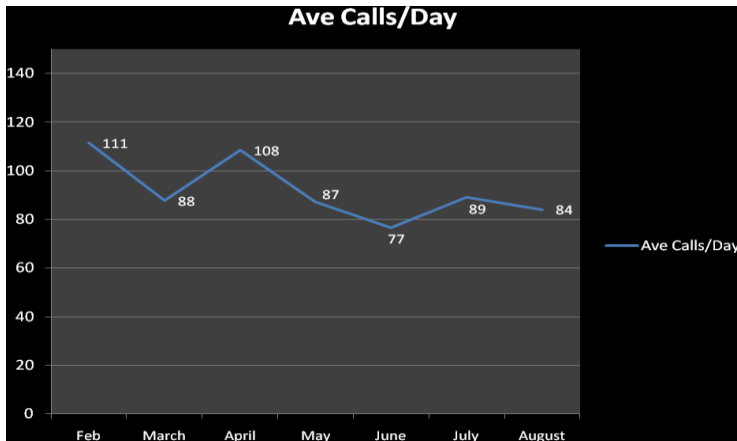
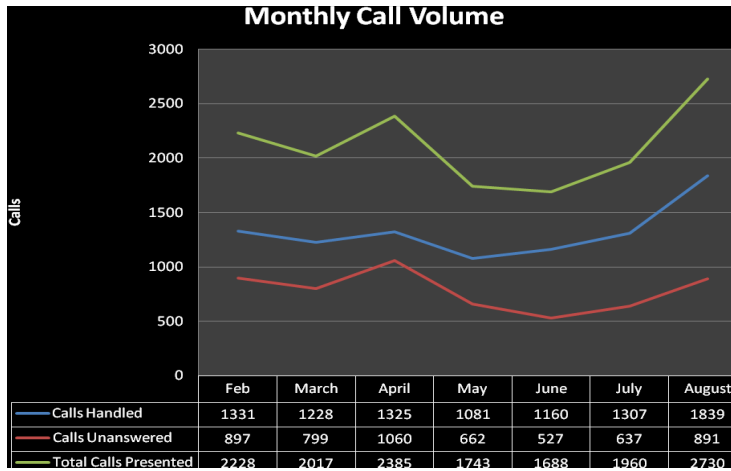
Self-Service ticketing is just one more way to contact the TSC and does not replace phone or e-mail options. The promotion is offered to encourage users to experience Self-Service firsthand. To use Self-Service Ticketing, go to iconnect.uww.edu. If you'd like more information on Self-Service ticketing, contact the TSC at (262) 472-HELP (4357) or helpdesk@uww.edu.

FEEDBACK/QUESTIONS: Please continue to provide feedback on our service, whether it is delivered online or through the Call Center. Your input helps assure that service is meeting your needs. Here's a summary of recent topics.

Your feedback /questions	Response
I received a prompt reply from the TSC when I put in a request for having my computer reimaged, but then experienced delays in getting a time scheduled to have the work done.	The beginning of the Fall term is predictably the peak time for requests to the TSC, and scheduling resources to meet demand is a challenge. To improve our service and meet your expectations we'll adjust the current practice of scheduling appointments to a more efficient process. Plus, we'll coordinate with you to plan the work in advance as much as possible to alleviate the peak demand.
I like using the phone to contact TSC but would prefer to have simpler phone queue options.	We plan to remove those options that have not been used during the first few months of the system being in operation, which will simplify the message.
The auto-reply e-mails I receive do not communicate the details of my project/request.	The e-mail notifications are intended to simply confirm the ticket was created and/or resolved. You now can view your tickets status in detail by searching online in the Self-Service system for the ticket number. This may be used whether your ticket was created online, by phone or in-person.

CALL CENTER METRICS

Our Call Center system makes possible the detailed tracking of calls, problems and service requests. The charts below show the call volumes, calls per day and speed to answer for Feb. through Aug. 2010.



We welcome your thoughts and comments and ask you to continue to provide your feedback as we implement these services.

Elena Pokot, CIO

Kent Steinike, Customer Technology Service Support Director