

Customer Service Plan

The objective for Customer Services over the coming three years is to maintain the high level of service delivered to the current & evolving UCD user community, as well as developing a Customer Relationship Management model which is

- Consistent
- Of a high quality
- Continuously improving

Currently customer services focuses on the delivery and support of a specific product or service, while moving to a relationship management model will seek to understand how customers actually use those products and services. Relationship management will inform customer service strategies. It can also improve how customers experience IT through:

- Increased customer advocacy
- Communication
- Measurement of customer satisfaction

A well executed relationship management strategy ensures that the entire IT organisation is properly aligned around customer requirements and business processes. Relationship management & Customer Services strategy will encompass the following programme of work

- (1) Development & implementation of a Customer Relationship Management Model
- (2) Review of all existing support services
- (3) Measurement of services - performance monitoring and customer satisfaction
- (4) Support of new services and customer awareness programmes

1. Development & Implementation of a Customer Relationship Management Model

The aim is to develop a relationship model whereby we engage our customers beyond the "break and fix" type service to understanding how customers become aware of our services, how they interact with them and cultivate their feedback so their comments are fed directly into service development projects which aim to improve the customer experience. Projects

1.1 Review Customer Liaison structure

1.2 Introduce "Relationship Managers" at school level

1.3 "One to One Visits" (Project Phase 1 - Heads of School/ Institutes/ Units)

1.4 "One to One Visits" (Project Phase 2 - All Staff)

Sample Customer Service Business Plan

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flower orientation the flowers point upward or spread or curve outward flower petal color pink to red white flower petal length 3 4 5 mm flower shape the flower has an urn shaped corolla constricted at the opening the flower is bell shaped

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general information bulb solitary or clustered applanate globose to cylindric ovoid tunic purple red brown red pale brown red or yellow to pale yellow papery to thinly leathery entire leaves shorter than scape 0 5 2 cm wide terete fistulose

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stem underground bulb leaf a cluster of radical leaves emerges from the underground bulb cylindrical and fleshy having sheathy leaf bases with parallel venation inflorescence scapigerous i e the inflorescence axis peduncle arising from the

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the floral formula of allium cepa onion of the liliaceae family is as follows here the symbols represent systematic position of liliaceae kingdom plantae subkingdom tracheobionta super division spermatophyta division magnoliophyta class liliopsida subclass liliidae order liliales family liliaceae features of liliaceae family

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the flowers of allium are described as bowl shaped flowers in morphological terms with hidden nectarines generally they are in under part of the ovary onion flowers are a good source of floral nectar and pollen the nectar produced from the nectarines was found to be collected in three cups between

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allium is a genus of monocotyledonous flowering plants with hundreds of species including the cultivated onion garlic scallion shallot leek and chives the generic name allium is the latin word for garlic and the type species for the genus is

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