

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

Daniel F McAuley



Sample Customer Service Business Plan:

The book delves into Sample Customer Service Business Plan. Sample Customer Service Business Plan is a crucial topic that must be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Customer Service Business Plan, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Customer Service Business Plan
 - Chapter 2: Essential Elements of Sample Customer Service Business Plan
 - Chapter 3: Sample Customer Service Business Plan in Everyday Life
 - Chapter 4: Sample Customer Service Business Plan in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, the author will provide an overview of Sample Customer Service Business Plan. This chapter will explore what Sample Customer Service Business Plan is, why Sample Customer Service Business Plan is vital, and how to effectively learn about Sample Customer Service Business Plan.
 3. In chapter 2, the author will delve into the foundational concepts of Sample Customer Service Business Plan. The second chapter will elucidate the essential principles that need to be understood to grasp Sample Customer Service Business Plan in its entirety.
 4. In chapter 3, this book will examine the practical applications of Sample Customer Service Business Plan in daily life. This chapter will showcase real-world examples of how Sample Customer Service Business Plan can be effectively utilized in everyday scenarios.
 5. In chapter 4, the author will scrutinize the relevance of Sample Customer Service Business Plan in specific contexts. The fourth chapter will explore how Sample Customer Service Business Plan is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, the author will draw a conclusion about Sample Customer Service Business Plan. This chapter will summarize the key points that have been discussed throughout the book.
- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Sample Customer Service Business Plan.

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