

# A GUIDE TO PROVIDING TECHNICAL SUPPORT

PART 1



**SUPPORT BENCH**

[supportbench.com](https://supportbench.com)

# INTRODUCTION



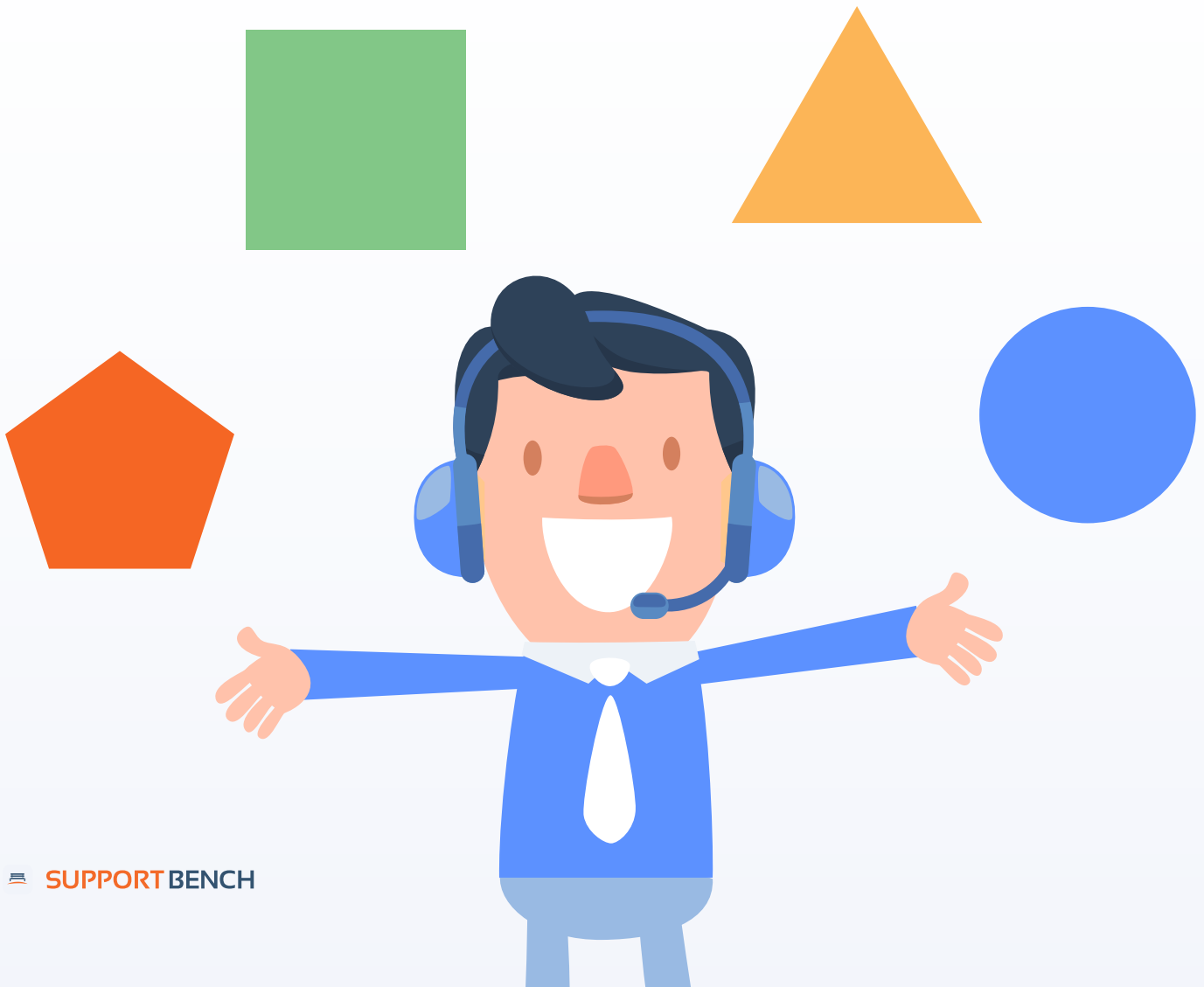
Providing technical support that results in happy customers involves a bunch of moving parts. It can be overwhelming to those who don't have extensive experience with technical support. This is why we've created a guide to help your team to achieve maximum success.



CHAPTER

# 01

## TECHNICAL SUPPORT SKILLS



# TECHNICAL SUPPORT SKILLS

# 01

Whether you offer a service or product, you will likely need to offer technical support, and you need to offer it in a way that exceeds your customer’s expectations - both in speed and in quality. The type of customer support software you choose can help you but it also boils down to hiring the right people with the proper skills set for your team.

Below are some skills that will help your support agents provide exceptional technical service:



**Persistence:** in finding a resolution to the customer’s technical issue.



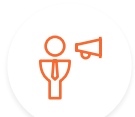
**Patience:** when dealing with irate customers



**Empathy:** to put themselves in the customer’s shoes and understand their frustration.



**Friendliness:** in all interactions with customers to ensure their experiences with your brand are pleasant.



**Communication:** that clearly conveys technical concepts to the customer.



**Efficiency:** in resolving the issue without compromising the quality of service.

CHAPTER

# 02

## TROUBLESHOOTING SUCCESS



## TROUBLESHOOTING SUCCESS

# 02

In addition to the technical support skills mentioned above, your customer support agents also need to know how to methodically approach troubleshooting to ensure successful and prompt support. Below are some tips to follow when it comes to troubleshooting:



**Get all the information.** It can be time-consuming for a support rep to just assume they know what the problem is because each case is situational. To avoid duplicated effort and to streamline resolution, make sure you have all of the information before heading down the proverbial troubleshooting rabbit hole with your customers on the line.



**Ask the right questions.** This tip is tied to the previous point. In order to get to the root of the problem, you have to ask the right questions, such as:

- When did the problem start?
- How long has the problem been occurring?
- If there were recent changes to the network or software?
- Were there recent upgrades made?



**Gather the necessary tools.** Before you start troubleshooting, make sure you have all the information you may need to resolve the issue. This includes data logs, error messages, and technical information.



**Recreate the problem.** If it is applicable, try to reproduce the issue during troubleshooting so you know exactly how it's behaving and how to fix it.

CHAPTER

# 03

## EFFECTIVE WORKLOAD MANAGEMENT



## EFFECTIVE WORKLOAD MANAGEMENT

As the number of technical tickets increases, your support team may become inundated with a deluge of cases. When this happens, effective workload management becomes more important than ever to ensure that your customers get both quality and speedy service, and your support agents don't get burnt out.

The system that works best will depend on your individual business. Set up pre-determined SLAs that will help prioritize tickets based on a variety of factors such as business importance, difficulty, type, etc. Once you've set your SLAs, clearly convey them to both your customers and agents so all parties are clear on resolution time expectations.





CHAPTER

# 04

## CASE ESCALATIONS



# CASE ESCALATIONS

# 04

Escalating a customer service issue is not something that your support agents should take lightly.

It is best to have certain policies in place so your agents know:



What warrants an escalation in your business so they clearly understand whether or not a case needs to be brought to the attention of upper management.



How to go about mitigating and de-escalating the issue by gathering all the necessary information, technical specifications, and error messages so they can explore all avenues before turning to escalation.



How to proceed if an escalation is unavoidable. Unfortunately, despite your agent's best efforts to avoid it, escalations will still occur. In these cases, ensure they know the proper procedures to take to escalate a case and get it in front of the right person promptly.



UP NEXT:

**Part 2 of our guide to providing technical support where we go through customer soft skills.**



to be continued...



# SUPPORT BENCH

You promised great support. We help you deliver.

Feature-packed but affordable,  
Supportbench is the next generation support  
software for keeping customers happy.

[REQUEST DEMO](#)

[supportbench.com](https://supportbench.com)