



SOP No	2.010A
Effective Date	03.2014
Revision Date	
Approval Date	03.2014

---

## CUSTOMER SERVICE SCRIPTS

---

### 1 PHONE CALLS

- 1.01 “This is the Facilities Service Desk, my name is (state your preferred first name), may I have your name and SJSU email?” (Customer provides name and email).
- 1.02 “Thank you. Are you reporting an emergency or maintenance issue? “
- Yes – go to 1.02.1 below:
  - No – go to 1.03 below:
- 1.02.1 “I can help you with that, where is the location of the issue?” (Ensure you gather name of building and room number). “What is the description of the issue you are reporting?” (Take details of issue). “Have you submitted an iService request online?” (If yes, locate request in TMA, if not, state that you will enter it on their behalf).
- 1.02.2 “Can I have your location in case our staff needs to follow up with you?” (Make note of the requestor’s location in the request details). (Go to 1.05, then after the call dispatch immediately, record details in call log and complete work order in TMA).
- 1.03 “Are you checking on the status of an existing work request?”
- Yes – go to 1.03.1 below:
  - No – go to 1.04 below:
- 1.03.1 “I can help you with that, can you provide me with the reference number of the request you are inquiring about?”
- Yes – (after receiving the work order or request number, use this information to provide any updates or information available in TMA or Google Docs). (Go to 1.05).
  - No – go to 1.03.2 below:
- 1.03.2 “I will require the tracking number in order to assist you, this will have been emailed to you after submitting the request. When you have the request number you can call back or email us at [workcontrol@sjsu.edu](mailto:workcontrol@sjsu.edu) and someone will get back to you within 2 business days. “ (Go to 1.05).
- 1.04 “How may I be of assistance?” (quickly answer their question or refer them to the appropriate individual, transfer the call in possible and necessary).



SOP No	2.010A
Effective Date	03.2014
Revision Date	
Approval Date	03.2014

1.05 “Is there anything else I can assist you with?” (If nothing) “For future reference are you aware of our online tool to assist you with making and checking the status of your requests?” (If yes, skip to end; if no, tell them you will email them instructions on how to utilize the tool) “Thank you for your call, have a nice day!”

## **2 RADIO DISPATCHES**

2.01 Turn radio to correct channel for appropriate Team.

2.02 “(State the name of the person assigned to DIN, or the Supervisor/Lead if that person is already on a DIN), this is (state your name), I have an urgent Work Order to report.”

2.03 (Wait for acknowledgement from individual). “(State basic details of issue and location).”

2.04 (Wait for individual to acknowledge receipt of the information, repeat information as necessary but do not provide additional information beyond requestor details). “Thank you!”

## **3 STATUS OR SCHEDULE INQUIRIES BY EMAIL**

3.01.1 Once the email has been read, ensure enough information to look up the Work Order is provided. If not, then write the following:

3.01.2 “Thank you for your email. In order for us to assist you in a timely manner we will require additional information. Please respond at your earliest convenience with the information listed below.” (List the necessary information).

3.01.3 Once you have enough information utilize TMA and/or Google Docs to look up the work order and respond with the current status. Only include the date ranges of the week the Work Order is scheduled for or whether or not the Work Order is Scheduled.

3.01.4 If the Work Order is not scheduled state in your response “The Work is still being reviewed and scheduled. Please refer to the iService Desk online at URL: <http://admtma.sjsu.edu/>. At this site you can review the status of your Work Order.”