Feedback acquired from last quarter responses to CSAT survey

All notes below are organised into the diagram on the right (pink notes)

Receiving templated/impersonal responses

- I asked for help in restoring the Send to PHISHING and Salesforce SmartConnect buttons to my Outlook ribbon. All I got was a message telling me I had the PHISHING button in top right of my ribbon (which I don't).
- Second time I've asked for an update, and haven't gotten very helpful responses. Just what seems to be a copy paste answer, little to no thought to a response.
- The information she sent me to try and resolve the issue was not even relevant.
- I received a canned response about my laptop refresh status, rather than an update on the status of my specific refresh. I also didn't get the chance to confirm that the response solved my issue before the issue was closed.
- Took more than a week to just answer around the refresh cycle. Also, I was asking for alternatives besides what I could see in the IT Support. The answer was just someone reading the website, and not giving additional information or alternatives.
- I was requesting office equipment for in-office use. Without asking more about my request, IT assumed it was for working from home, sent me information about the WFH stipend, and resolved my ticket.

Uncertainty around which team to connect with (internally and user facing)

- I think my issue was a bit of an outlier, it was just disappointing that it took multiple hops to get to someone who could resolve it. The actual resolution took 3 minutes! It just took 4 hours to get there.
- I had to reach out to support for instructions on my new laptop setup. I would have expected support to reach out to me as soon as the new laptop was issued. Also the response time was slow, but luckily this issue was not critical.
- While the person I interacted with was very knowledgable and responsive, the fact that IT cannot give a status on account provisioning and the two teams are not connected by any ticket or process means the user often has to follow up multiple times to try and get any straight answer. That causes difficulties when the delays pile up and clients are waiting for them to complete. Suggest we incorporate the account provisioning process into the IT ticket to mitigate this issue.
- I felt like I got ping-ponged back and forth between IT and Spaces on this one. In a bit of 'not my job, not my problem'. It is confusing to me that I have to know if my problem goes to IT or spaces when all I know is that my technology isn't working, so it seems reasonable to expect IT Support to be able to resolve my issue. Its also a bit baffling to me that getting access to an office I am visiting, turns off access to other offices.

Timeliness of resolution

- My issue still isn't resolved. It's been a week and I've heard crickets. I had two chat sessions with folks who were very friendly but unable to give me any more advice than I got from a Google search that I did prior to contacting IT.
- With the new support site and chat only function, I feel like I've lost the ability to get immediate support and get my issues resolved quickly. Feels like we are moving away from direct support which means our problems take longer to resolve.
- I'd said to have the decision has been made to discontinue the IT Support phone number.
- This existing smartphone is very disappointing. This will obviously dramatically reduce the quality of the service and lessen our time working with clients or supporting our people. Having no phone or email contact possible for critical IT support is embarrassing and frankly makes me uneasy about Slalom's future.
- It took 1 week to get access to a client deliverable. One week just to get access to software license is way too long. Plus it impacted the timeline of my project.
- It took too long for someone to respond (couldn't get an office Wifi eliminating all productivity, so I went to the IT desk in the Slalom Seattle office and someone there helped me resolve the issue. Jasmin was excellent on all of the above marks!
- This issue was about access to my Slalom Office, so I needed more immediate help, but didn't have any luck with the chat feature and wasn't sure how that to escalate my issue for help on the day

Lack of clarity in communication

- The communications around getting a new laptop have been inconsistent and reactive. I was led to believe that once my warranty on my very old Dell expired, I'd be getting a new machine. Now I am told that I have to wait for a quarterly process? Very frustrating.
- I received communication that my issue had been resolved, but it did not tell me what the resolution was. I was able to find it by tracing back to the INC and RITM numbers.
- I had a request and a question. The ticket was resolved without answering my question. Which lead to confusion as to whether or not the ticket was resolved with what I needed. After reopening the ticket and expressly asking for the answer to the question, I later learned the answer I got was incorrect.
- I don't feel inclined to try and solve my issue, it seems like a dead end and I'm just gonna give up. It really wasn't encouraging

Chat connection

- It took a lot longer than the estimated time waiting to connect to a live person
- It took a really long time to get an agent to help me with my issue but once I got with the agent he was pretty professional and fast.
- The one thing that I didn't like about the chat feature is that I had to do an update which resulted in long disconnected from chat. In order to resolve the issue, it took over 6 hours to reach someone on chat. In the meantime, my laptop was inoperable and I could not support the client.
- I spared a ticket and over the next couple of hours, it was moved to 'Resolved' with the instructions to reach out to chat support. My problem is not resolved with access? Is there still a number I can call to get help? Or is the grand assumption that everyone has multiple computers at their disposal?
- What happens if my laptop is disabled, and I don't have web access? Is there still a number I can call to get help? Or is the grand assumption that everyone has multiple computers at their disposal?
- My machine was barely working on Thursday and my slacking machine died. I was almost at a standstill at home and unable to work. I still have not heard from anyone about this issue. I would think this would be considered very urgent.
- I never heard from anyone regarding this ticket, I figured it out on my own eventually.

No response to communication on tickets

- No one responded to my initial opening of the ticket or subsequent comments on it, hence the satisfaction ratings. I was able to resolve on my own.
- It was frustrating not having anyone respond to me even after I had followed up multiple times to see if there was any update.
- My machine was barely working on Thursday and my slacking machine died. I was almost at a standstill at home and unable to work. I still have not heard from anyone about this issue. I would think this would be considered very urgent.
- I never heard from anyone regarding this ticket, I figured it out on my own eventually.
- While I appreciated my computer was brand new, I had difficulties signing in on my first day. The system needed to load all the token specific software, but I wasn't able to connect to the WiFi because I couldn't sign in. In future, it would have been great if someone had opened my laptop and downloaded those things for me or it took me a day and a half to log in.
- I simply received a canned response about my laptop refresh status, rather than an update on the status of my specific refresh. I also didn't get the chance to confirm that the response solved my issue before the issue was closed.
- I was requesting office equipment for in-office use. Without asking more about my request, IT assumed it was for working from home, sent me information about the WFH stipend, and resolved my ticket.

Tickets closed without confirmation of resolution

- would have preferred we keep the ticket open, get approval from the PBP, then truly resolve the issue, rather than telling me to get approval and closing it as unresolved — I'm on a time crunch to resolve this issue and this just delayed my resolution by redirecting
- IT Kept closing the ticket saying it was resolved when it wasn't. Communication is very poor, there needs to be feedback from IT so I can see what happened instead of waiting every time having to reach out to chat over and over
- I submitted a ticket to get assistance to connect my Slalom laptop to my home office Brother Laser printer. The ticket was closed without ever contacting me and I was told to contact Brother for assistance connecting my printer. Do I assume Slalom support does not provide assistance for this type of request?
- I appreciate the quickness with which my ticket was responded to. However, the response was just a link or troubleshooting for its already completed. This isn't really an issue but it was frustrating that this issue was resolved by closing it. At the end, the response was nice, and I had to re-open a ticket and when I re-opened it, then came to support regardless. I love a bit support figure if it's not, then it's a bit of a runaround before just closing.
- My issues was not addressed, let alone resolved. Our IT Support desk feels extremely bureaucratic and like they often don't know how to address tickets.
- I came with several issues to IT and had some of them resolved but still have two open items I need to reach back to IT about
- Wrong initial support and confusing steps along with closing out ticket before confirming with me that it was resolved.
- Ticket was closed with a solution that didn't work & an explanation lacking in details to implement. Uploaded screenshots showing that the solution (ie: upload picture to worktop) was already in place and that didn't resolve the issue. Asked for further explanation and none was provided before ticket was closed.
- I am not confident that my problem is resolved. I requested a virus scan with a support technician to ensure that my computer was safe
- It is wonderful, but I wish I could get a permanent fix to my password reset problems instead of having to spend a couple of hours with IT every 3 months.
- I didn't receive help from IT. At the office people there helped me after submitting the ticket and waiting. If there was no support from the office the experience would have been much worse.

Pain Points identified from feedback

- No response to communication on tickets
- Difficulty in contacting a technician directly/immediately
- Uncertainty around which team to connect with (internally and user facing)
- Receiving templated/impersonal responses
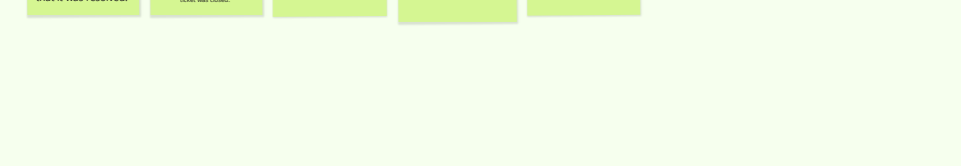- Tickets closed without confirmation of resolution

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Diagram (right side)

User Needs

Themes & Opportunities
- Users prefer personalised support
- Users want to access support quickly
- Users want clear and consistent communication

A single issue or Pain point
- Receiving templated or impersonal responses
- Lack of clarity in communication
- Timeliness of resolution
- Chat connection
- No response to communication on tickets
- Tickets closed without confirmation of resolution
- Uncertainty around which team to connect with (internally and user facing)

Individual insights