



Excerpt Instructional Design / E-learning Writing Sample

THE 5 STEP TROUBLESHOOTING PROCESS

Welcome! My name is Rich, I'm here to help you follow the 5 step Troubleshooting Process during your service calls. The toolbar below holds all the tools we need to complete each call.

First, we are answering a customer service call! If you ever need help remembering the troubleshooting process select the HELP! document from the attachments menu. If you need advice, just roll your mouse over me!

When you are ready to begin click the START button.

Start ▶

Validate Repair Call Text Customer Story Close Call Verify Live Transaction Make Repair Recreate Problem Debrief Customer Diagnose Problem PDPM

Each time you respond to a call for customer service your objective is to fix it right the first time and leave behind a satisfied customer. We have developed a systematic troubleshooting process to help you reach this objective. Following this five step process will enable you to: identify and resolve problems, reduce call backs, and improve customer satisfaction.

Select each step of the troubleshooting process to learn more. You can review the steps as often as you need. After you are confident in your new knowledge we will apply this process to a number of customer calls.

Let's get started!

The first step in the troubleshooting process is to identify the symptoms and causes of the problem. The call and site information will give you an initial report about the problem. However, your best information will come from the customer. Talk with them and listen for patterns or events which might relate to the problem. Next, perform visual checks on the equipment being serviced and run diagnostic tests where appropriate. Gather all printed or electronic information that will help you analyze current faults. Wherever practical, attempt to recreate the problem described by the customer and observe the performance of the equipment.