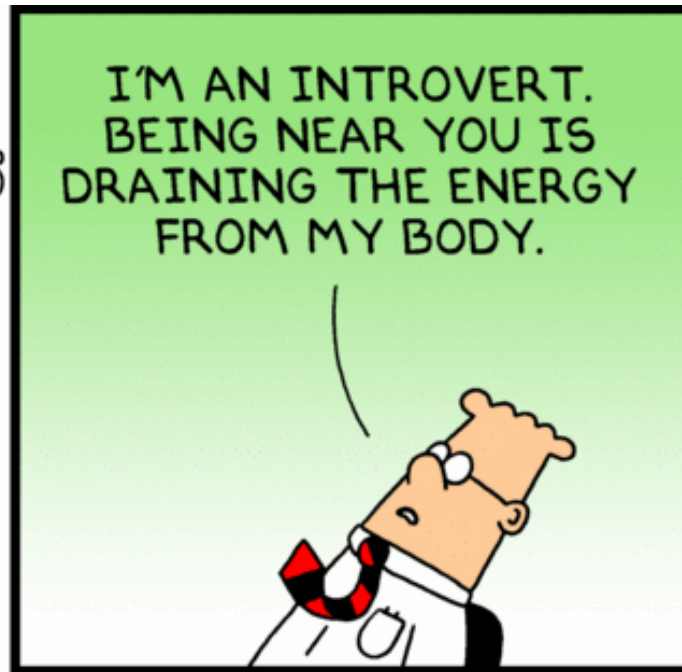


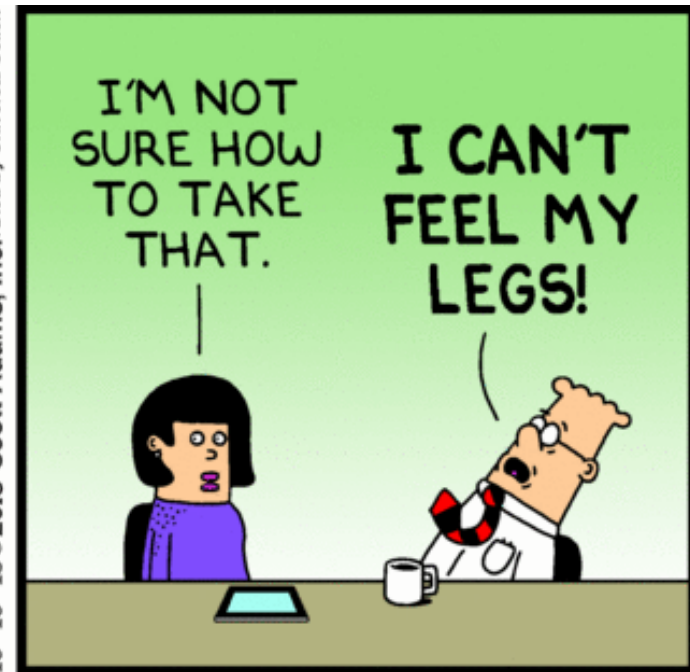
An Introverts Far-Sided Guide to Complaint Call Processing



Dilbert.com DilbertCartoonist@gmail.com



10-10-13 © 2013 Scott Adams, Inc./Dist. by Universal Uclick



EARTHTOPLANET.COM



Hello.....

**My name is Wes, and I
am an introvert**



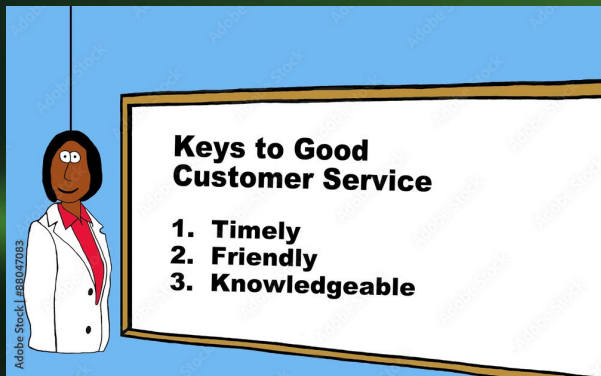
My Morning Routine



1. Obtain Energy
2. Physical Preparation
3. Achieve Mental Acuteness
4. Sustain Mindfulness



How I should have prepared!



My Actual Response



STEP 2: ANSWERING THE CALL!

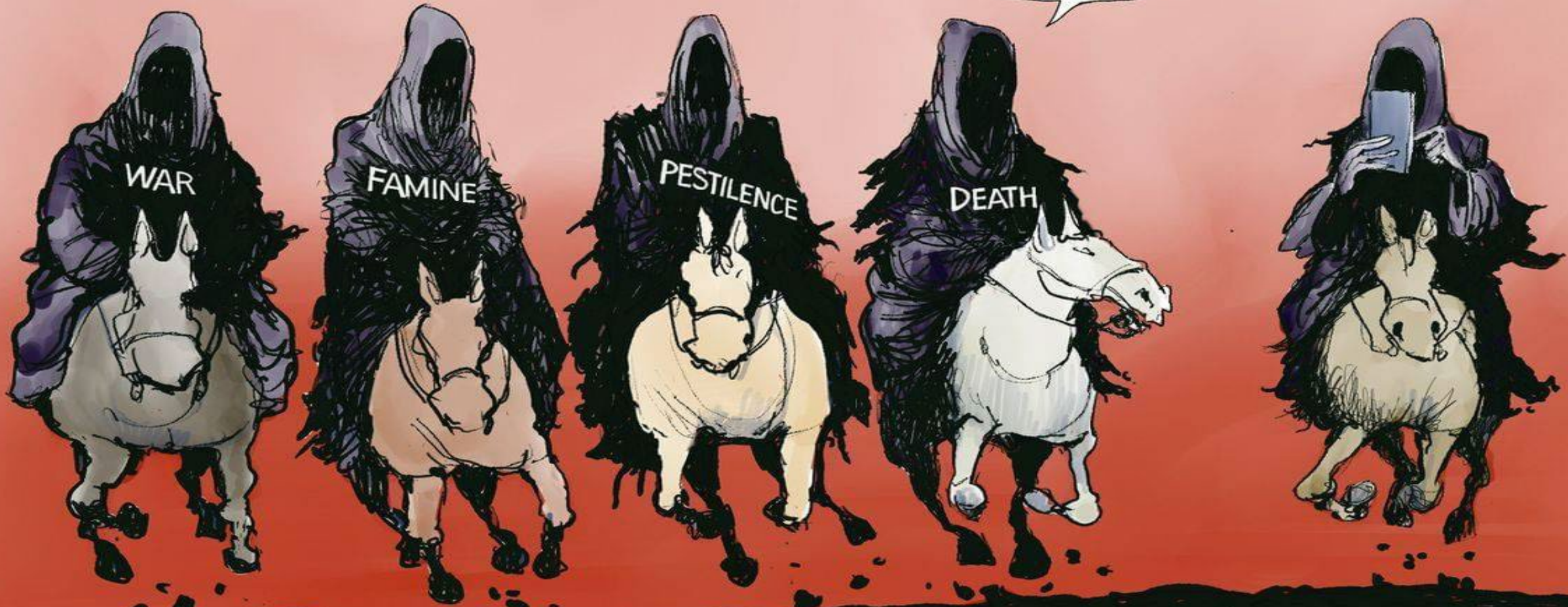


I don't miss calls.
I stare at them.

**CUSTOMER ON THE OTHER
LINE!**



The Customers Interpretation



AND YOU ARE...?

A concerned resident with a complaint.....

The Actual Complaint

OLD MAN YELLS AT CLOUD



Old man yells at cloud
because he is angry

Old man yells at cloud
because he is angry
because he is angry
because he is angry
because he is angry
because he is angry

Old man yells at cloud
because he is angry
because he is angry

STEP 4: The Expectation



STEP 5: Management's Help



“I can see this making us more responsive to customers.”

STEP 6: Training Kicks In



Fortunately, his training had prepared him to deal with all types of customers.

The Customer after basic explanation!



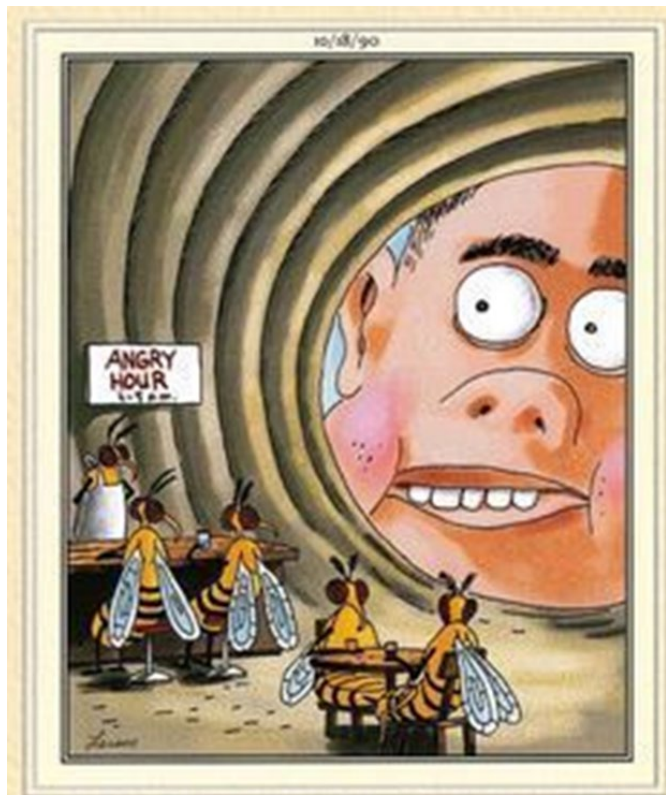
Illustrated by Karen B. Jones. Copyright © 2022 Positive Promotions. All Rights Reserved.



"Lisa, I'm concerned. You seem to be showing signs of stress."



"I wish I could be more helpful, but when we give good customer service, it just confuses people."



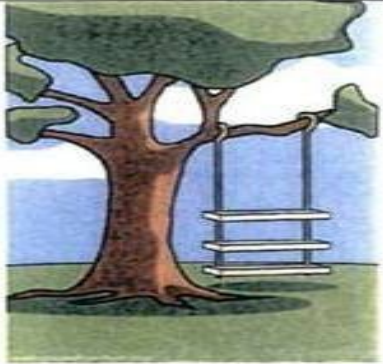
It was foolish for Wes to approach the hornets' nest in the first place, but his timing was particularly bad.



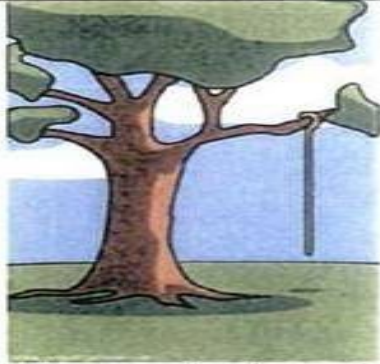
STEP 9 : The Fix



STEP 10 : The Results



What the Customer Described.



What got budgeted.



What the Engineer Designed.



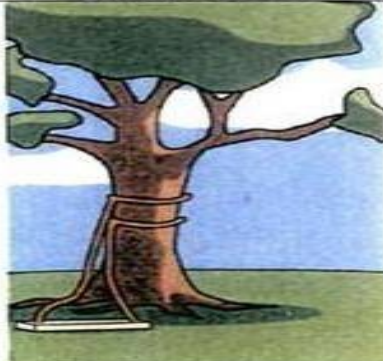
How Manufacturing Installed it.



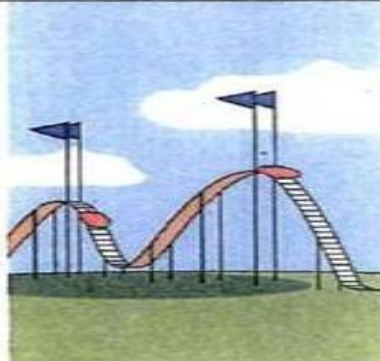
What Marketing Advertised.



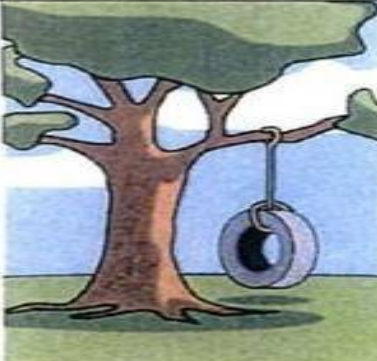
What got documented.



What the Customer finally received.



What the customer was billed for.



What the customer actually wanted.



"Part of the problem is the number of employees who think they know the solution."

©Glasbergen / glasbergen.com



"MEMO: It has come to my attention that every time we solve one problem, we create two more. From now on, all problem solving is forbidden."