



Support Operations

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ESRI Support Services***

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***Manager, SDK Unit
ESRI Support Services***



Schedule

Please!
Turn **OFF** cell phones
and paging devices



- Today we will cover
 - 2009 User Survey
 - Support Initiatives
 - Application of results to Developers
 - Developer specific support needs

- We will answer questions during session or at the end?

Please complete the session survey!

Our Mission

- We provide world-class technical support to help our customers achieve success with ESRI products, allow our customers to make effective geospatial decisions, and do work that makes a difference in our world.



User Input

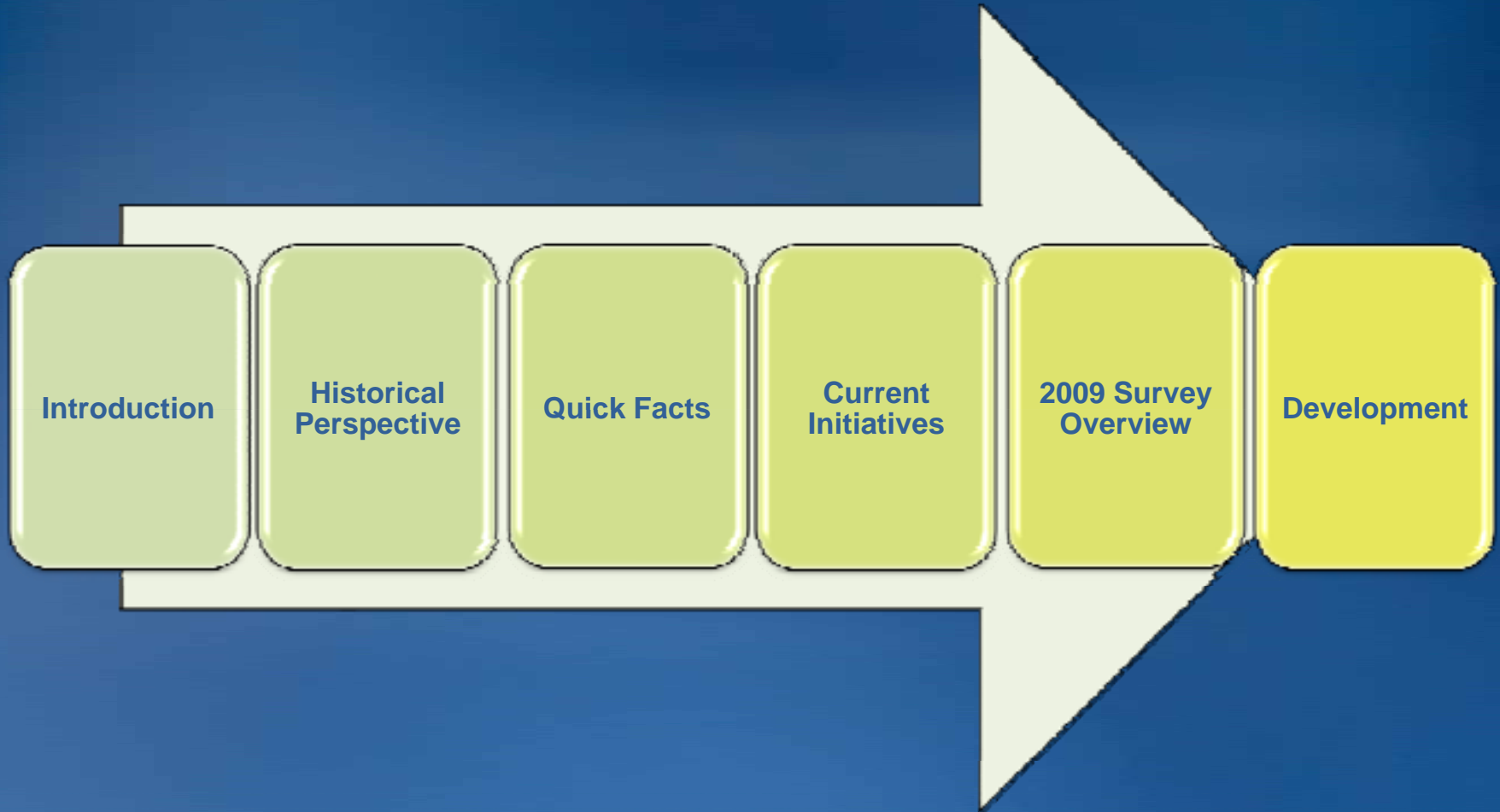
Global Customer Advisory Board

Our most valuable Assets are
our **Customers**

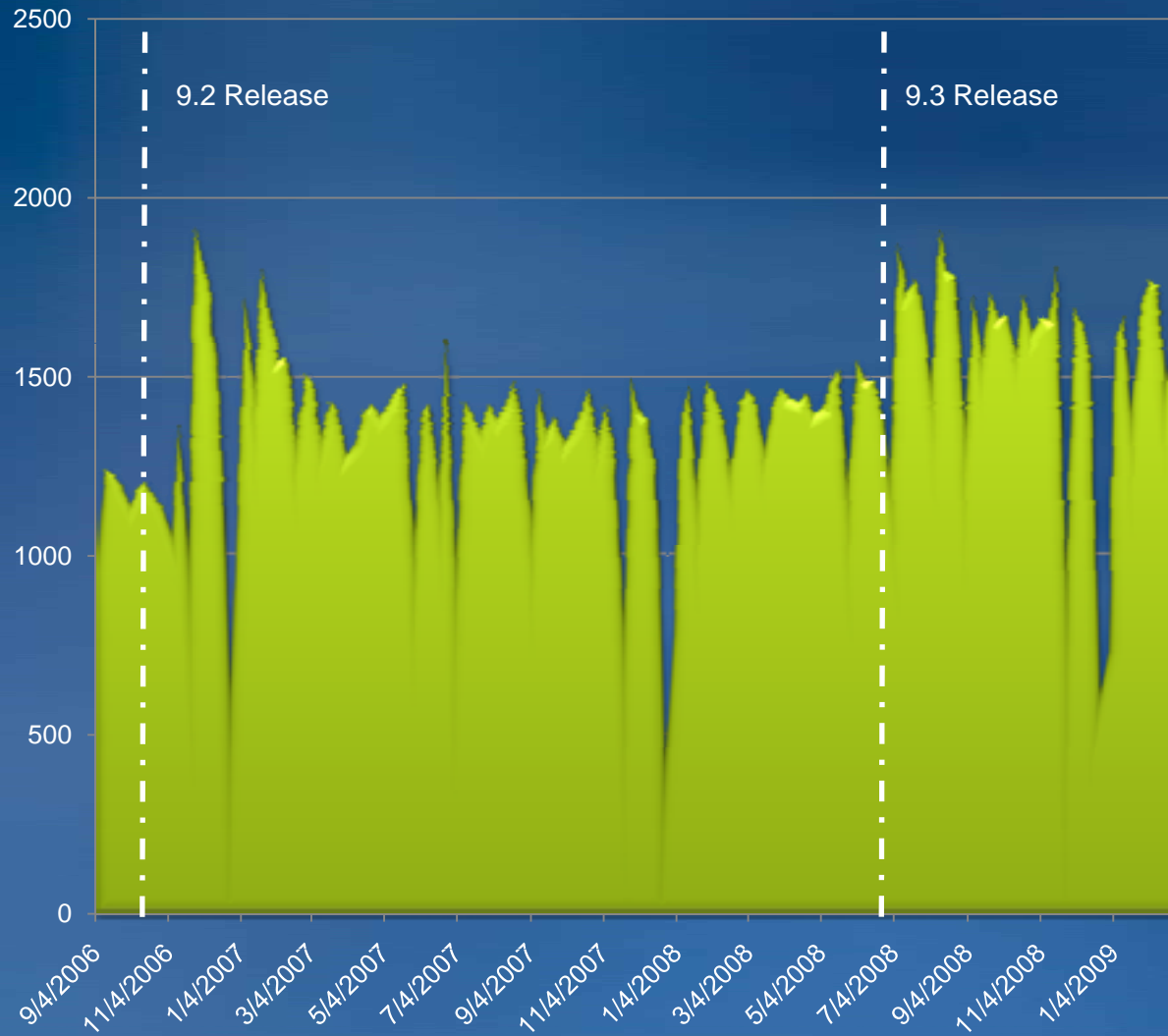
- PRESENTATIONS
- USER ADVOCACY GROUP PARTICIPATION
- TESTING AND PRIORITIZATION
- VIDEO TESTIMONIALS



Agenda



Historical Perspective



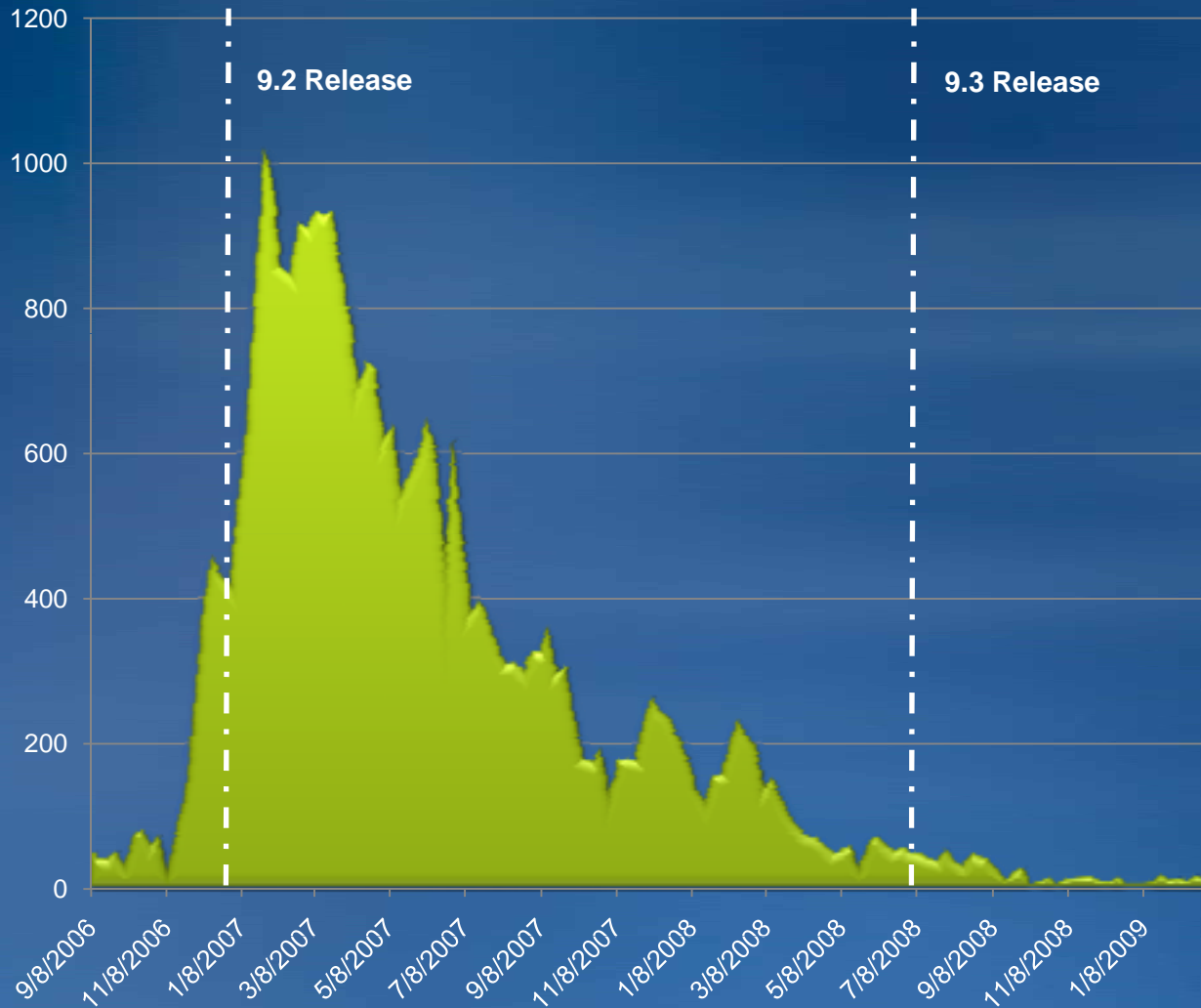
- **Call Volume**

- **Queue**

- **Calls Answered**

- **First Call Resolution**

Historical Perspective



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Historical Perspective



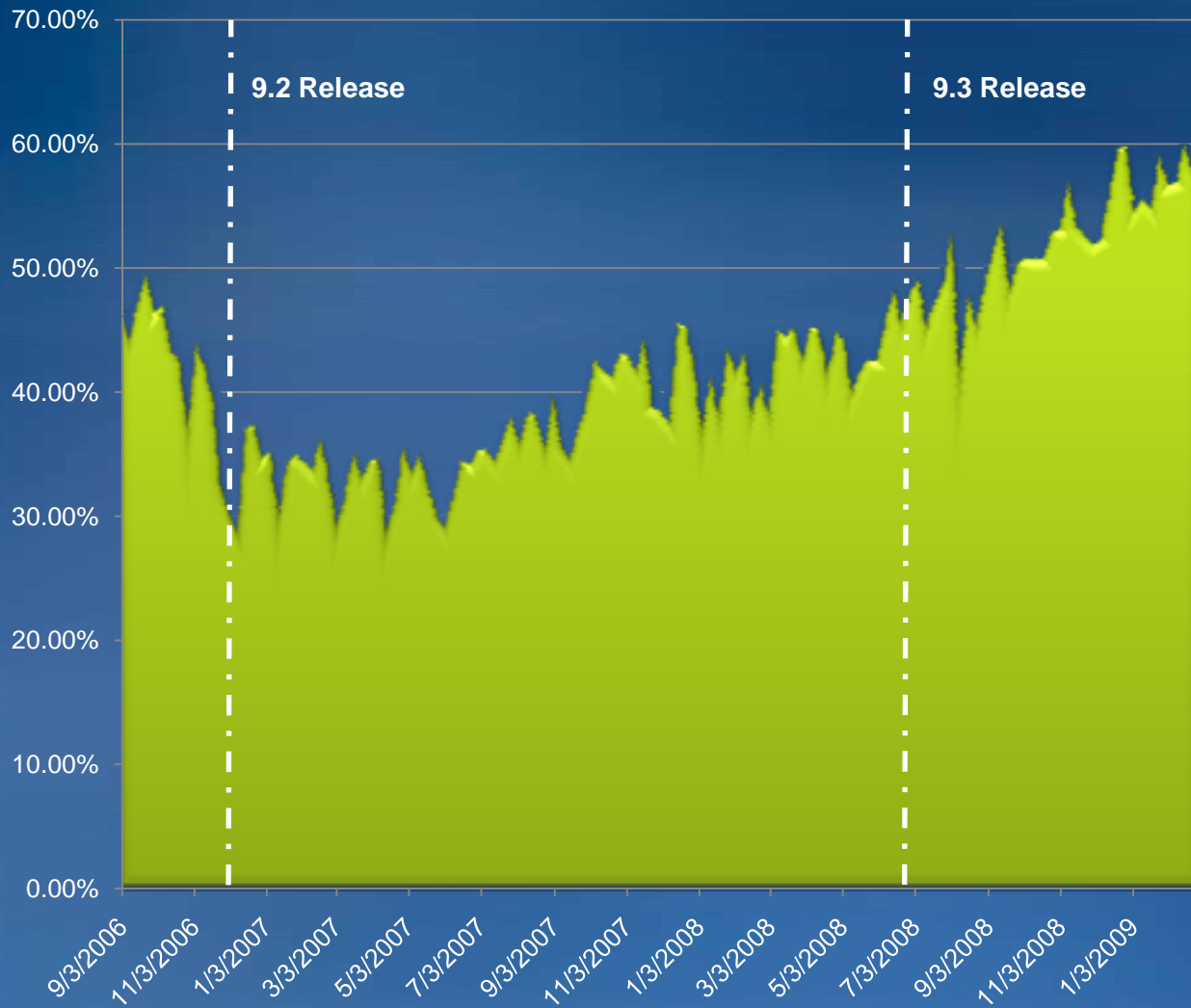
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Historical Perspective



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Quick Facts



- Number of Support Analysts
- 9.2 Average Handling Time (AHT)
- 9.3 Average Handling Time (AHT)
- Total monthly call volume
- Software issues submitted to Development
- Standard Operating Procedures
- Resumes reviewed
- Knowledge Base articles published
- Unique visitors to support.esri.com

Current Initiatives

Internal Facing

- Global Metrics
- Scope of Support
- STAT
- Onboarding
- Workspace arrangements
- Product quality
- Service quality
- Auto escalation

External Facing

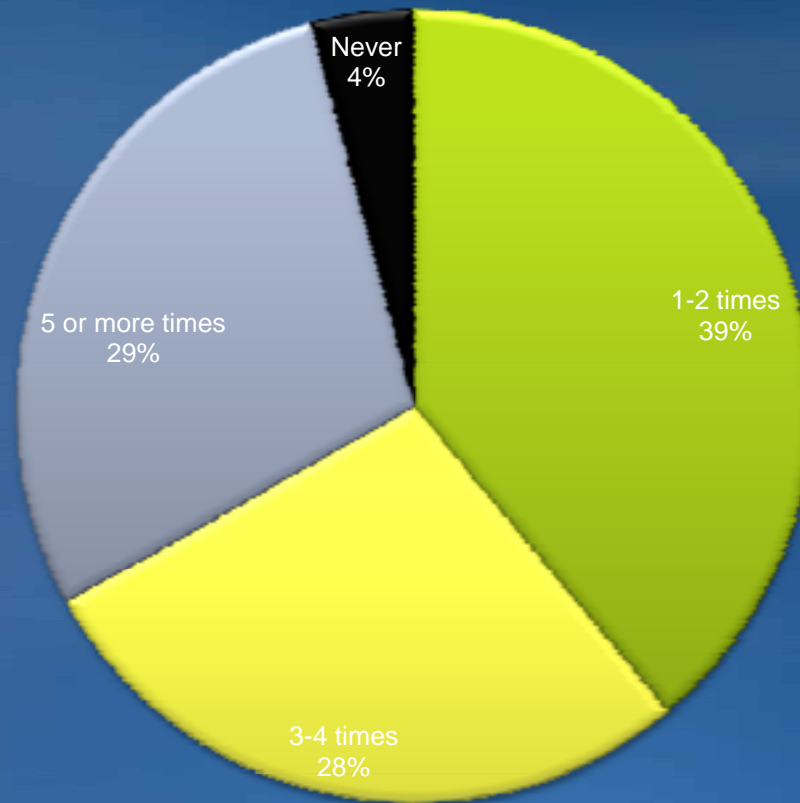
- Enterprise Support Program
- User Advocacy Group
- Online Support Resources
- Charlotte Development
- Global Customer Advisory Board (GCAB)
- International Support Council
- Incident Management Pool
- Technology upgrade

Technology, People &
Process Enhancements



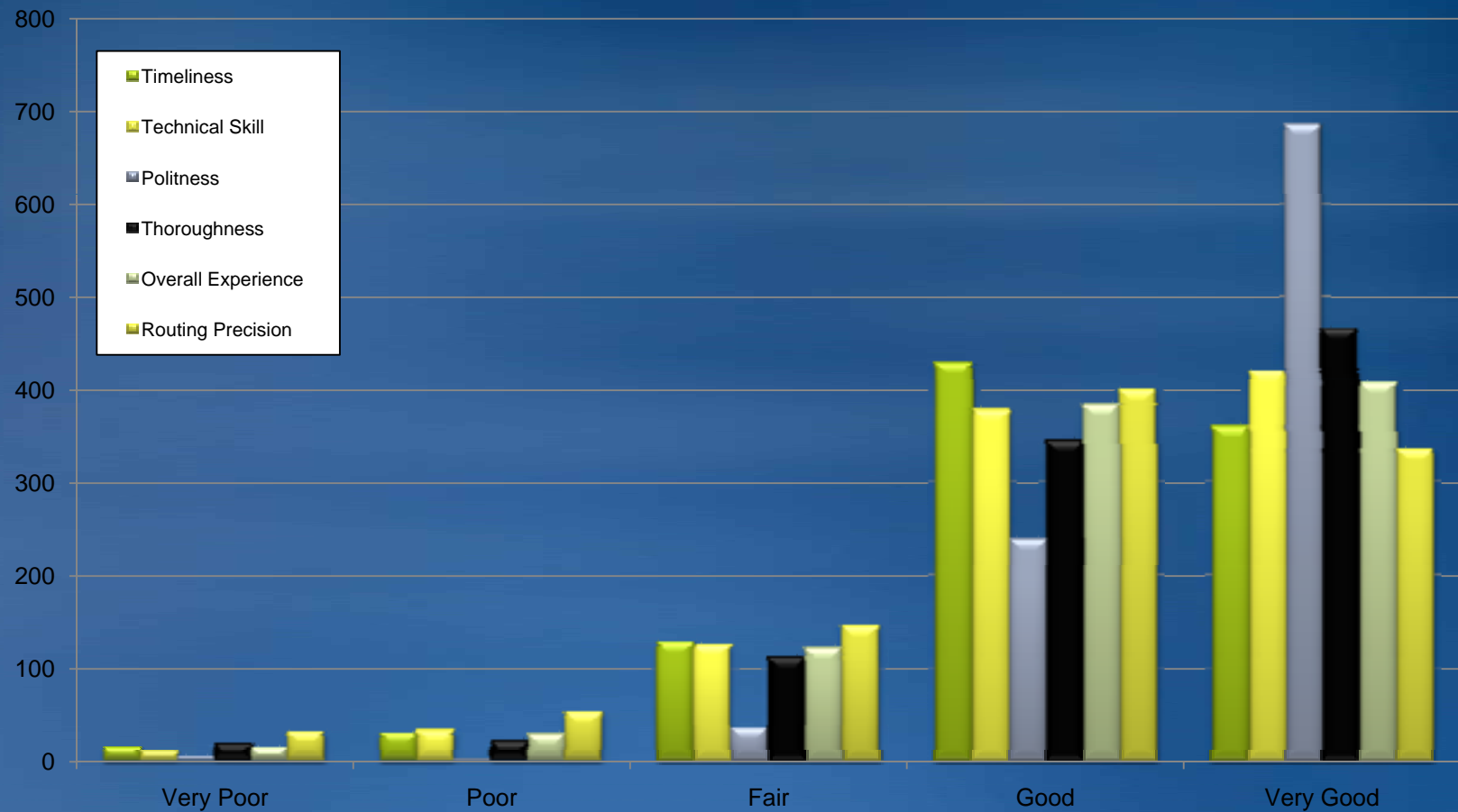
2009 Survey

In the past 12 months, how many times have you contacted ESRI Support Services (by phone, e-mail, or Web form)?



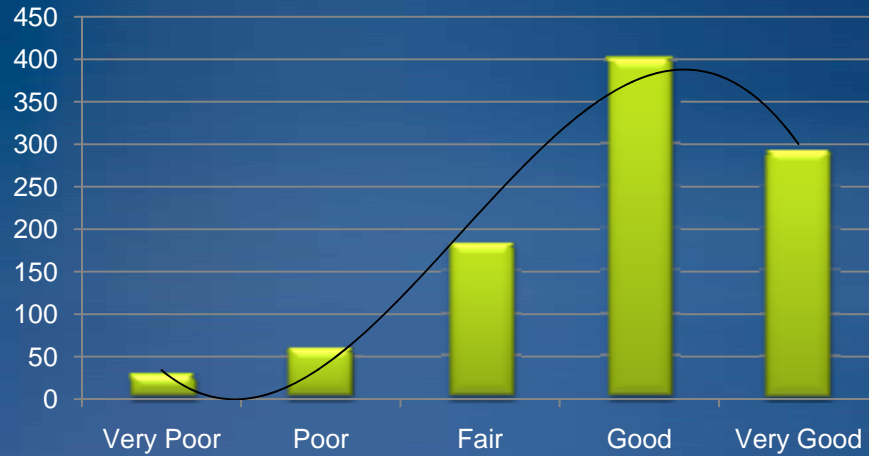
2009 Survey

Please rate your experience in the following areas:



2009 Survey

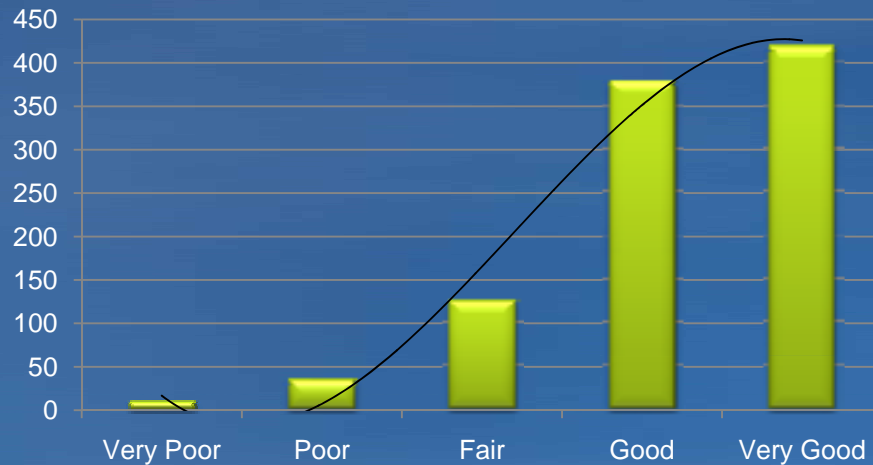
Directly reaching an analyst on first contact



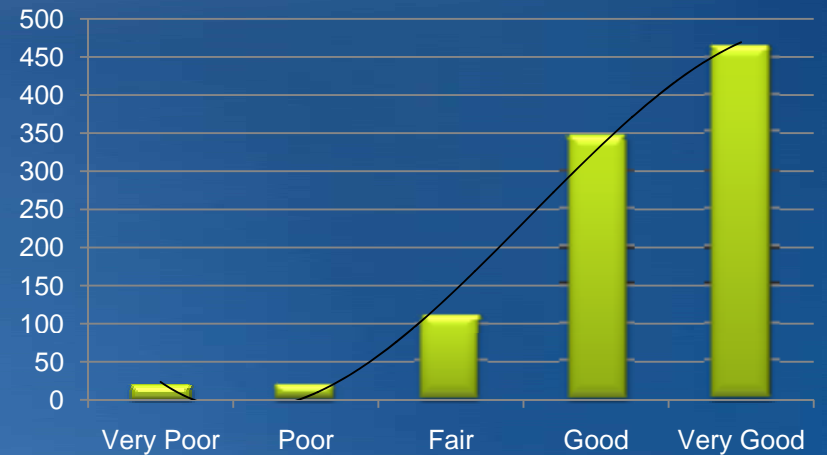
Timeliness of response



Analyst technical skill

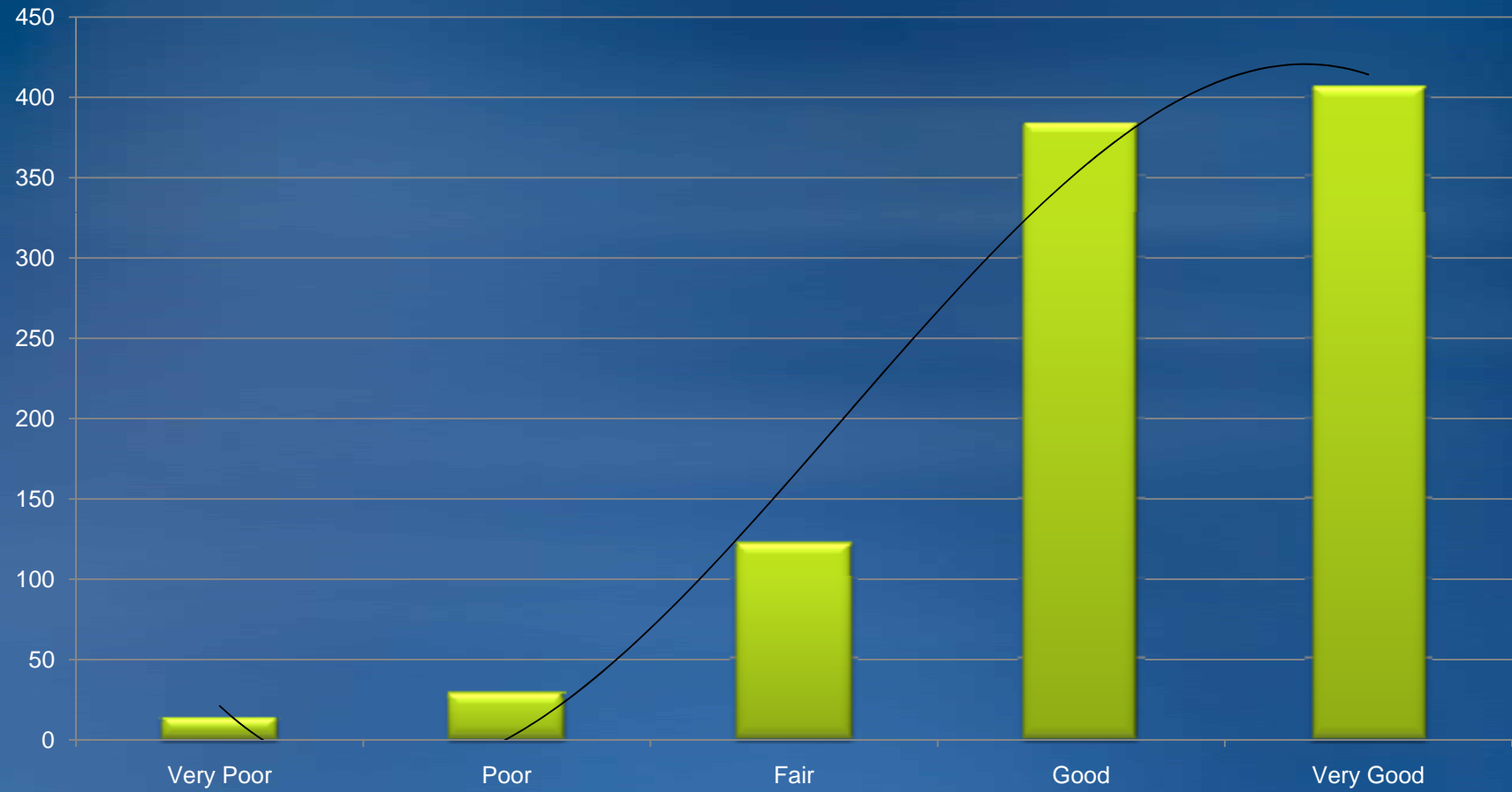


Analyst thoroughness



2009 Survey

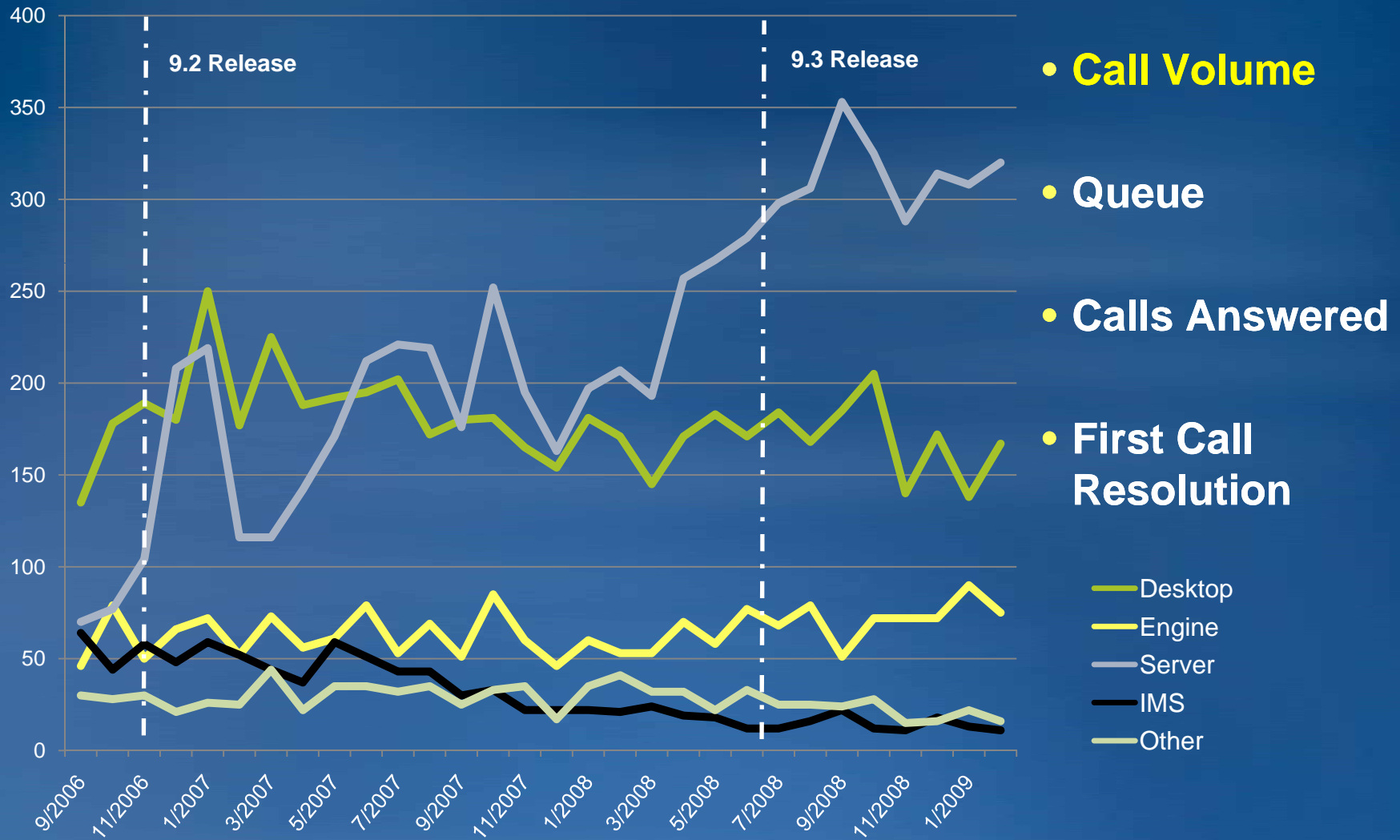
Analyst overall experience



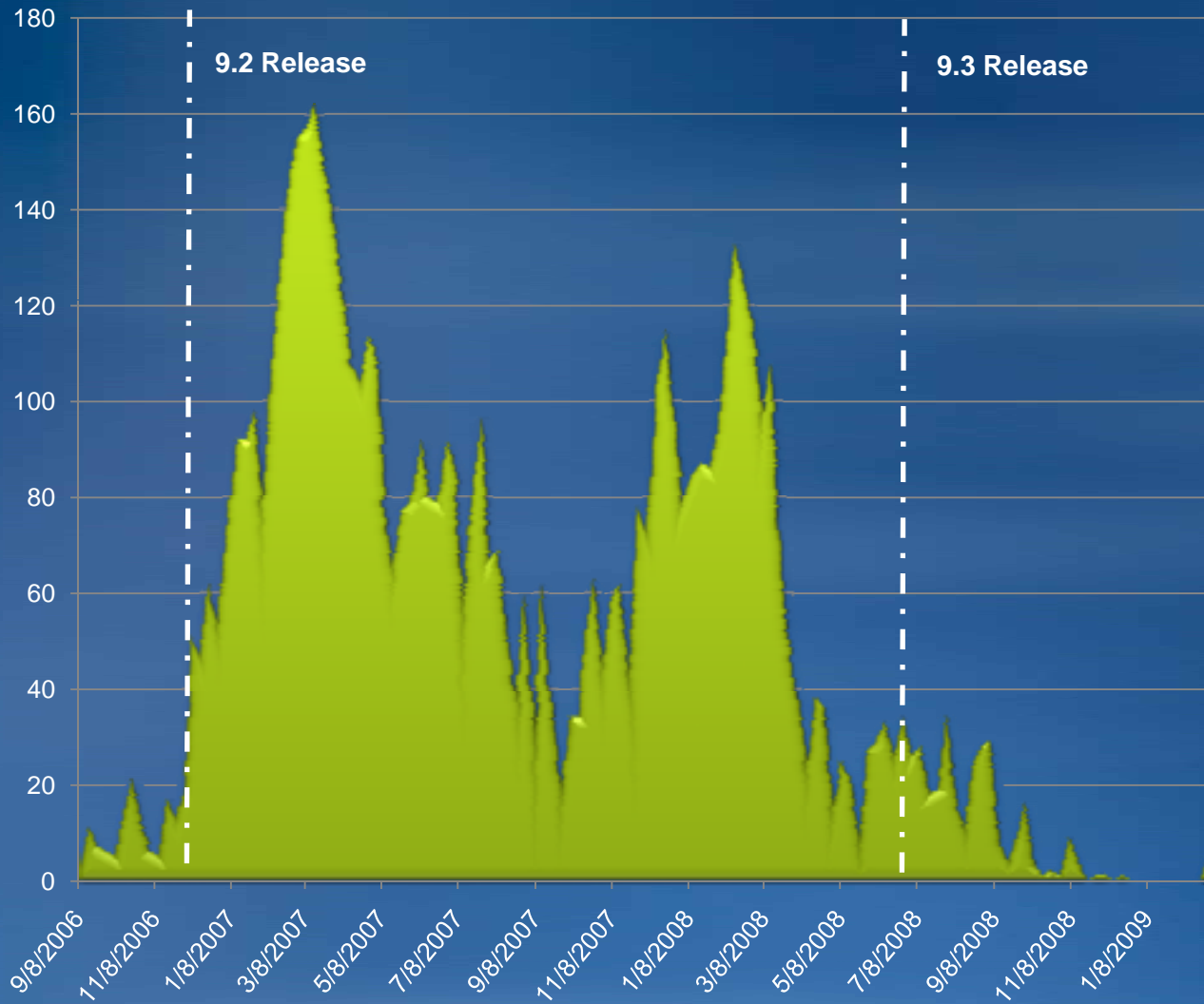


Support Operations – SDK Support

Historical Perspective – SDK Support



Historical Perspective – SDK Support



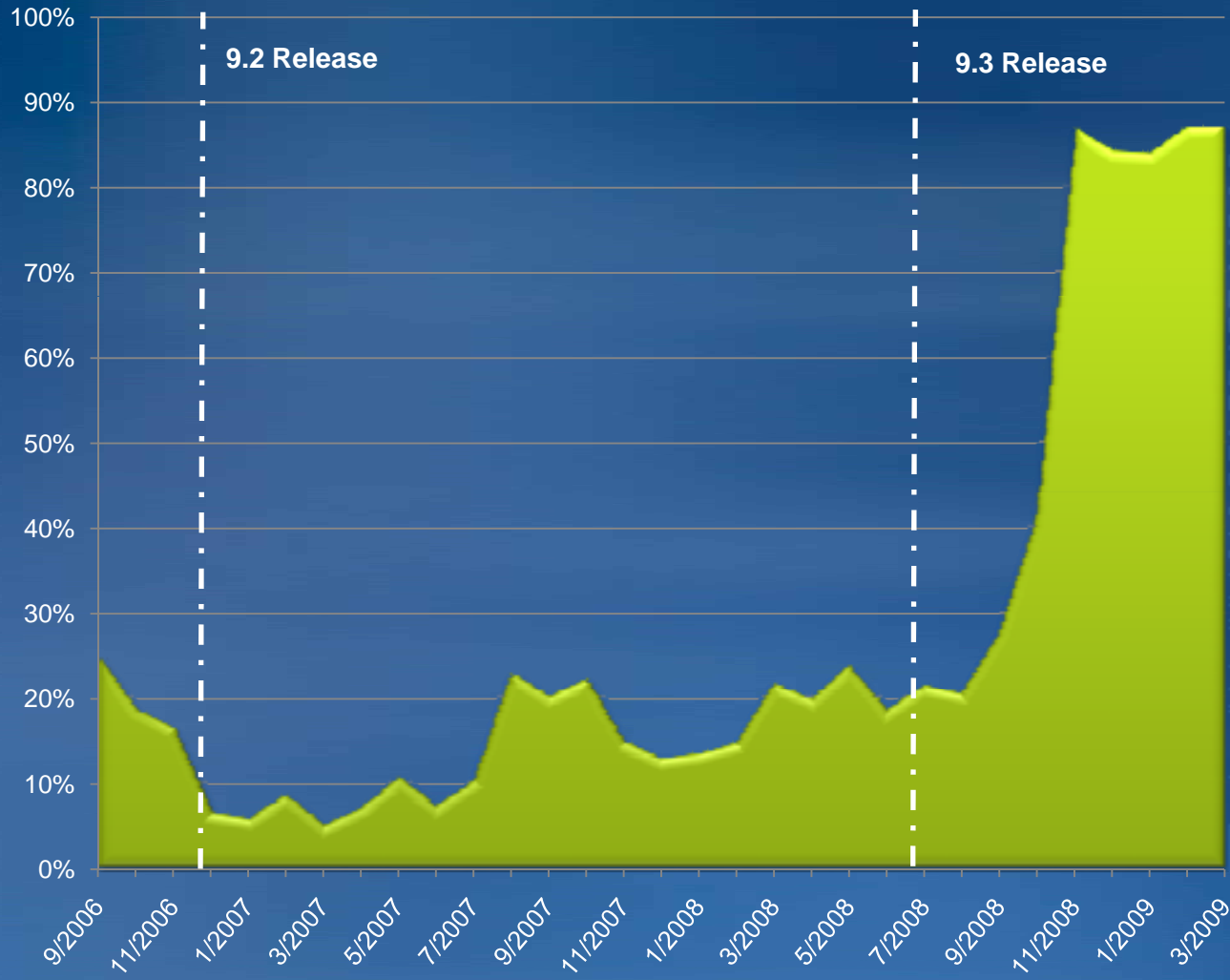
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Historical Perspective – SDK Support



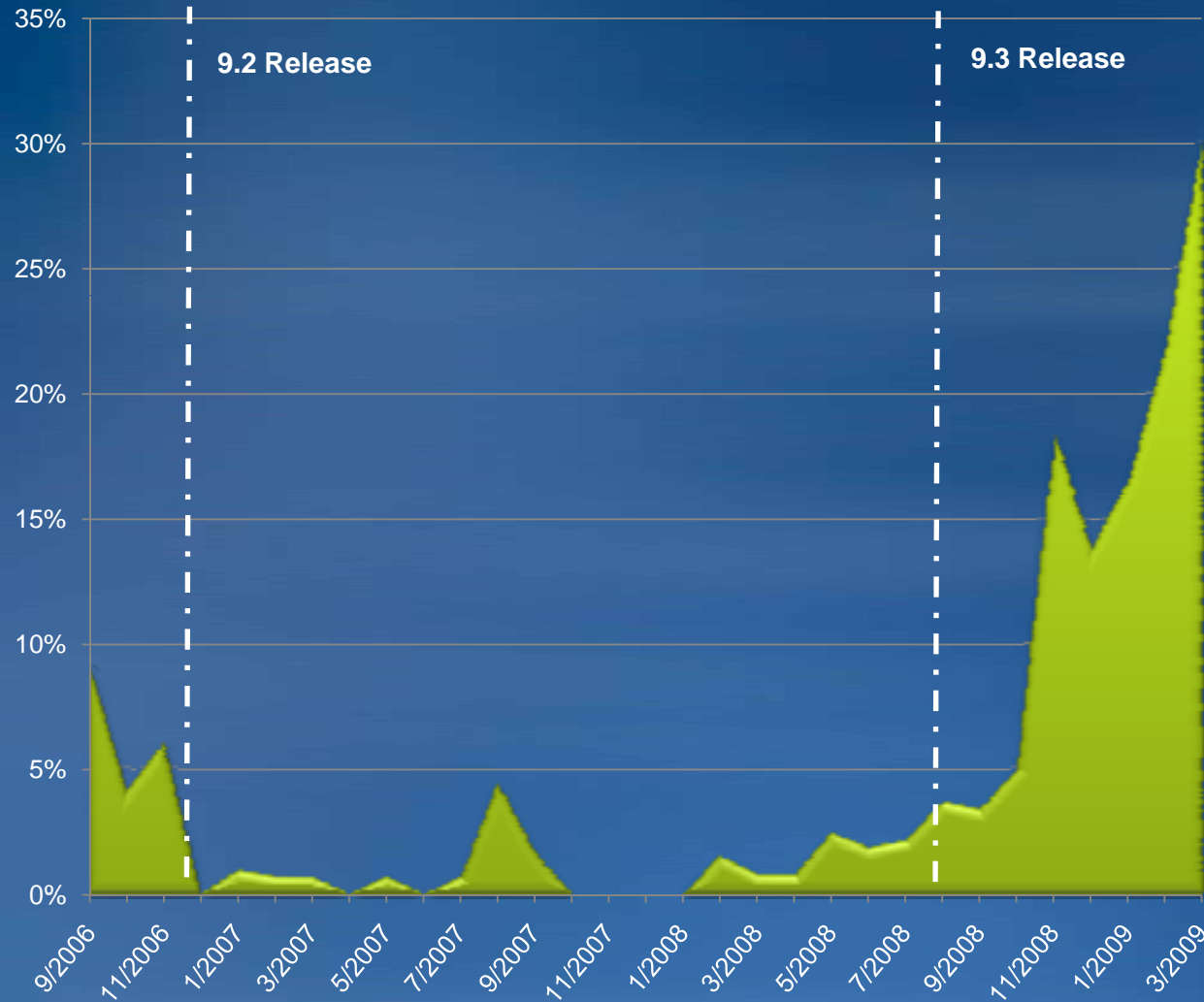
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Historical Perspective – SDK Support



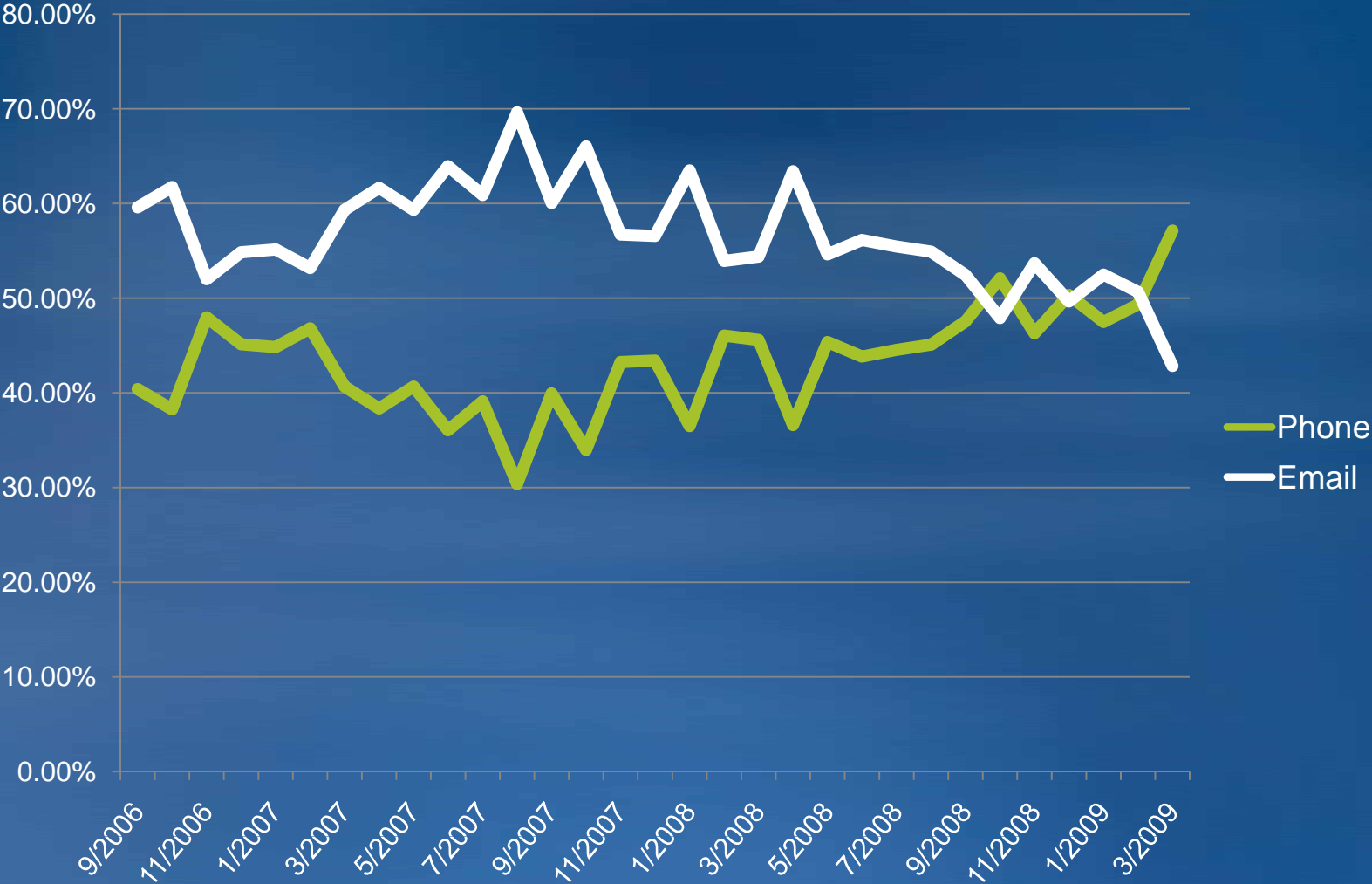
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- **Calls Answered**

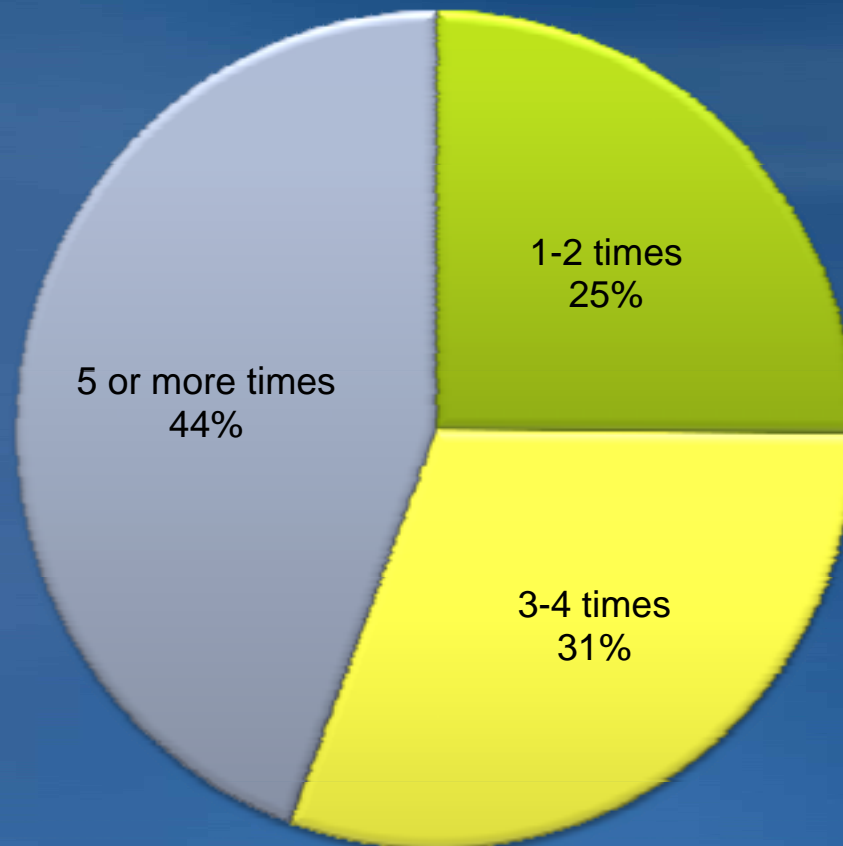
- **First Call Resolution**

Preferred Contact Method



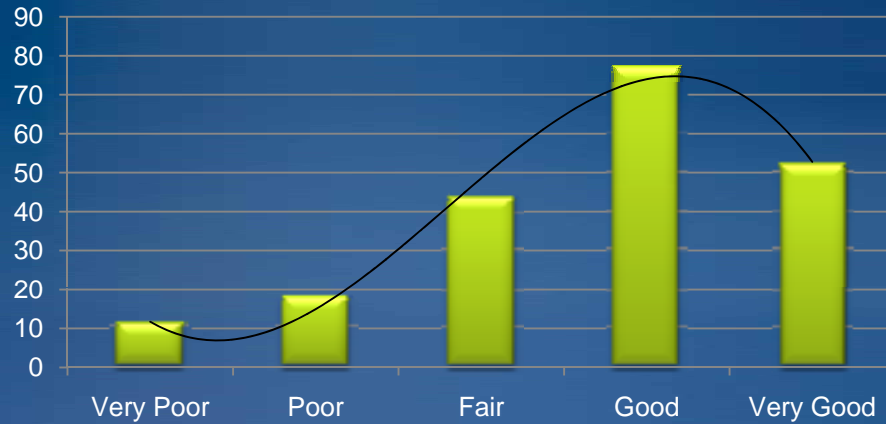
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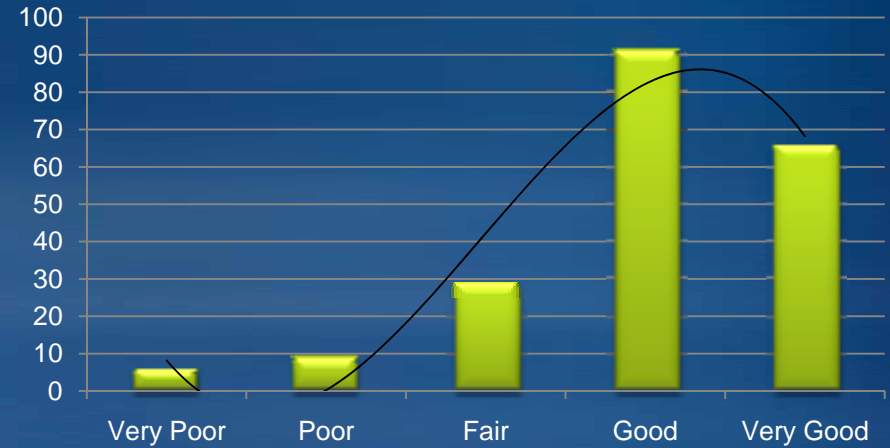


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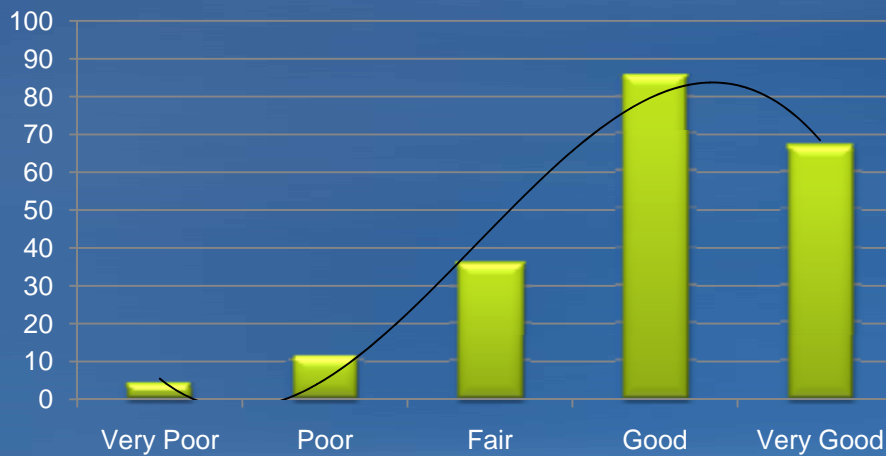
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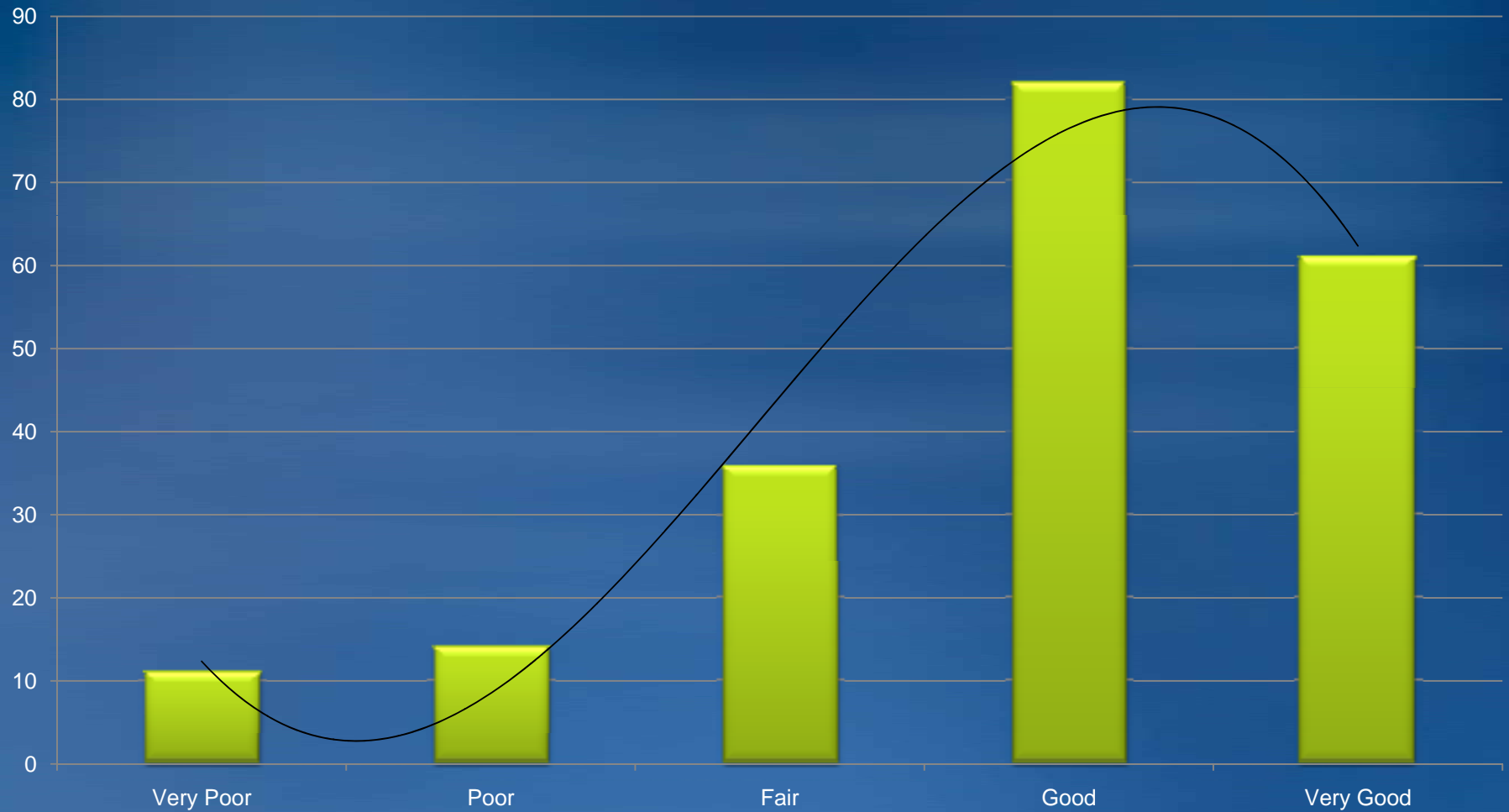


Analyst thoroughness



2009 Survey

How would you rate your overall experience in receiving support for Developer Tools



Survey Questions

What is the most important thing that we have not thought of or mentioned that we could do to improve your ESRI Support Experience?

Global Metrics STAT User Advocacy Group
Onboarding Scope of Support
Global Customer Advisory Board (GCAB)
Certification
Enterprise Support Program Service quality Charlotte Development
Online Support Resources Workspace arrangements
Product quality International Support Council (ISC)
Auto escalation (Tiered Support)

Additional Resources

Questions, answers and information...

- **Tech Talk**

- *Outside this room right now!*

- **Meet the Team**

- *Technical Support Island*

- **ESRI Resource Centers**

- PPTs, code and video



resources.esri.com

- **Social Networking**



[www.twitter.com/
ESRIDevSummit](http://www.twitter.com/ESRIDevSummit)



[tinyurl.com/
ESRIDevSummitFB](http://tinyurl.com/ESRIDevSummitFB)



Thank You Very Much!

Questions?

