



# Using Fastpath

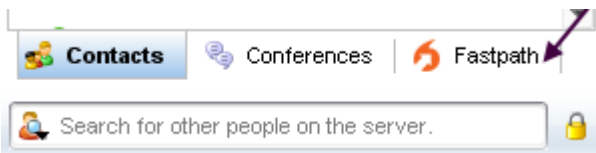


## Using Fastpath

Fastpath is a feature that works with Spark on eGCC.

1. Log into **Spark**.

The Fastpath option appears across the bottom of the Spark window.

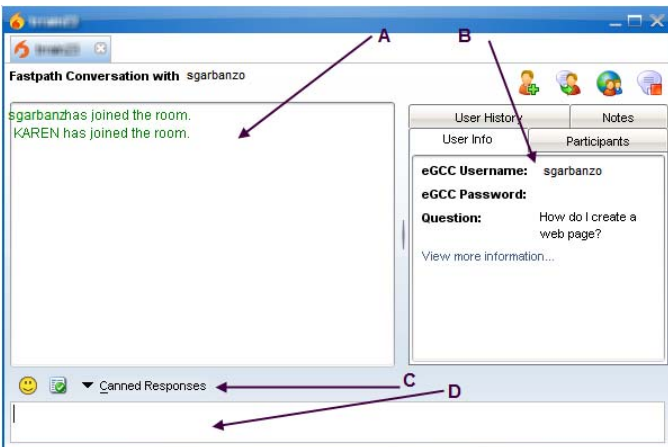


Fastpath will notify you with an audio tone and a dialog box when a Fastpath call has been received. It gives you the option to accept or reject the call.

**NOTE:** Rejecting a call routes it to another employee within Fastpath.

2. Click on **Accept** to take the call.

The Fastpath window appears.



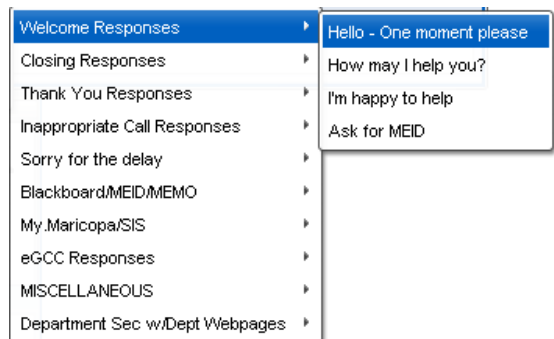
The Fastpath window is divided into sections:

- A. The chat window
- B. User information and original question
- C. Menu bar with choices, including Canned Responses.
- D. Editing textbox

## Using Canned Responses

Some common responses have been created and entered into Fastpath to save you time typing and provide consistency.

1. Select **Canned Responses**.
2. Select **Global Canned Responses**.
3. Select **Welcome Responses**.



4. Click on a greeting from the list.

The canned response is placed in the editing window so you can make any desired changes.

5. Look for [agent] in the text and replace with your name.
6. Make any other desired changes to the canned response text.
7. Tap the **Enter** or **Return** key to send the information to the client.

## Ending a Service Call

It is a good idea to be certain all questions have been answered prior to ending a call.

1. Select **Canned Responses, Global Canned Responses, Closing Responses, Anything more?**

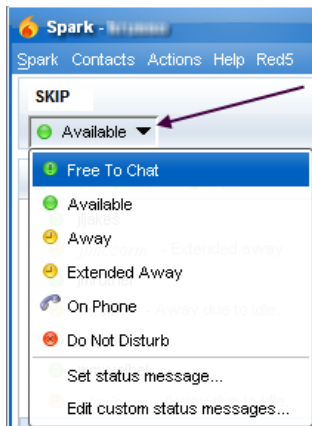
If the client indicates they have no further questions, you can end the call.

2. Select **Canned Responses, Global Canned Responses, Thank You Responses, Thank You – Signoff**.
3. Close the Fastpath window by clicking on the

## Changing Your Status

Spark and Fastpath have a status listing that shows whether you are available to chat or not. When your status is Available, Fastpath will try and route service calls to you. Changing your availability prevents customers waiting longer in the queue as requests circulate and go unanswered by people who appear to be present but are not.

1. From the Spark window, click on the **Available** menu near the top.



2. Select the appropriate status.

## Guidelines for Online Service

*A GCC Help Primer for Cultivating Good Relations with High Tech Center Clients*

**Friendliness is key.** You can easily convey warmth with an introduction such as, *Thanks for logging in to GCC Help. This is (state your name). How may I help you?*

**Personal touch.** State the client's name a few times during the chat.

**Reference the client's specific question.** This lets the client know you have his/her full attention. *You want to know how to create a bar graph in Excel.*

**Make sure your responses are courteous.** For example, if a customer asks a difficult question, instead of writing something like, *Beat's me*, you should respond, *Good question, Tom. Hold for a minute and I'll find out for you.*

**Be polite.** A *please* and a *thank you* will ensure positive tones.

**Type the way you speak.** Keep your tone conversational.

**Avoid internet speak.** Sentences still count, so do not use web speak abbreviations (*OIC = Oh, I see*) or emoticons (strange smiley faces :-p or :-D ) excessively.

**Be direct.** Answer the questions you've been asked. Don't become a lengthy user-manual. A general rule of

thumb is to keep each block of text to about 20 words. If more is needed, simply break up the response into several blocks. This will allow the client to read and keep up with the conversation.

**On the other hand, try not to give single word responses.** While brevity is good, one-word responses are rude and will make you sound cold and unfriendly.

**Proper speech.** When typing your messages, try using proper capitalization and punctuation, and watch your spelling. Do not type in all capital letters because this is equivalent to screaming. Write complete sentences, and try not to use sentence fragments. After you type your messages, just before pressing the SEND button, glance over what you wrote to make sure it's as error free as possible.

**Use of humor is not recommended.** Service Desk support is serious business and should be taken seriously.

**Keep the conversation moving.** Keep your client informed. Try to avoid long pauses between responses. If a long pause is necessary, let them know by saying something like, *One moment please, while I check.*

**Make sure the client is satisfied with your response.** It is not only important to give the correct response, but to make sure your customer understands it. Once the problem is solved, ask: *Is there anything else I can help you with?* or something of that nature.

**Use emoticons, if you are making a statement that could be misunderstood.** Miscommunication can result if words are taken for their literal meaning or the context is confused. If you make a statement that could be misunderstood or if you want to add emphasis, emoticons could be used. For example, a statement that is followed with a *smiley* makes it sound friendlier.

**Be careful with canned messages.** Personalize the text of the canned message by typing the user's name and changing the text of the canned message slightly in order to suit the question. The client may not like to read an entire message which is clearly canned and, more so, if it is slightly off the question asked.

**Do not push a webpage to the client.** Simply send the URL in a message. The URL in the message box will be clickable, and the client can open the link at leisure after the chat ends.

**Have a quick, polite closing statement.** The client should clearly know that the session has ended. Always conclude with a nice canned message that you can send quickly in order to leave a final good impression. Say something like, *Ok, I'm logging off. It has been great talking to you. I hope that this has been useful.*