

# EVolution & EVUp

## Customer Service Plan

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The objective for EVolution and EVUp customer services over the next two years is to maintain the high level of service delivered to our current and evolving end user, corporate, government and community clients.

We take great pride in our high-level of customer service, which utilises a range of channels to enable continuous improvement, including:

- Understanding of our customers through verbal questions and feedback, online surveys and monitoring for end users
- Formal feedback processes for corporate and government clients
- Processes that are considered and consistent
- Fast and high-quality response times
- Competitive SLAs for corporate and government clients

Dealing effectively with end user customers

- Answer the phone promptly and courteously
- Listen to the question, ask questions outlined in the Customer Phone Script
- Suggest a solution and how the customer can purchase and use that product
- Ensure product is delivered quickly and efficiently
- Check in with customer once product is delivered/installed

Dealing effectively with corporate and government clients

- Answer the phone promptly and courteously
- Listen to understand business requirements
- Suggest an engagement model and next steps
- Commence project management process
- Check in with client following project delivery

Handling customer grievances

- Listen to grievance in it's entirety
- Ensure all details are correct
- Suggest a solution and negotiate that solution with the customer
- Escalate the grievance to a director if it cannot be resolved

Company-wide customer service levels

- All staff being hired must understand and adhere to our customer service levels
- All staff should keep customer service front of mind when dealing with private or commercial clients.