Customer Care Executive (Repair Centre)
Participant Handbook

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Key Learning Outcomes

At the end of this module, you will be able to:

1. Explain the overview of the program

2. List down the necessary skills which the training will cover

3. Explain the ground rules to make the program effective

4. Get an overview of the Telecom industry in India

5. Discuss about the mobile handset industry in India

6. List the top mobile handset players in India

7. Gain knowledge about the job and personal attributes of a Customer Care Executive

8. Discuss about the career ladder of a CCE(Repair Centre)

9. State the different terminologies used in a Telecom Repair Centre

10. Identify the different parts of a mobile Handset

11. Demonstrate how to assemble and disassemble a handset

UNIT 1.1: Introduction to the program

Unit Objectives

At the end of this unit you will be able to:

1. Discuss the overview of the program

2. List down the necessary skills which the training will cover

3. Explain the ground rules to make the program effective

1.1.1 Program Overview

- The Telecom Industry in India

- Roles and responsibilities of a Customer Care Executive (Repair Centre)

- Telecom Repair Centre specific key concepts

- Behavioural, professional, technical, and language skills required for performing the job effectively

- Methods of Selling, Up-selling and Cross-selling companies products and services

- Managing queries and complaints of walk in customers

- Classify problems/issues in the handset/accessories of walk-in customers and troubleshoot them

- Co-ordinating with internal team and customers for repair/replacement

- Interview Skills

1.1.2 The Skills that this Program Trains you in are

- Communication skills

- Language Skills (Listening, Speaking, Reading and Writing Skills)

- Interpersonal Skills

- Rapport Building

- Time Management

- Selling Skills

1.1.3 Main Activities done by a Customer Care Executive (Repair Centre)

- Managing queries and complaints of walk in customers
- Identifying issues/problems in the handset/accessories of customers and troubleshoot them
- Co-ordinating with internal team and customers for repair/replacement

1.1.4 Rules for Efficient Learning Environment

All the participants are expected to follow certain ground rules which will facilitate an efficient learning environment. These rules are:

- Arrive on time.
- Participate in all phases of the workshop.
- Keep mobile phones on silent mode.
- Adhere to the timelines. Fifteen minutes break means returning to the room within that time.
- Listen actively - respect others while they are talking.
- Learn what is taught
- Ask questions if you don't understand.

Exercise

1. What are your expectations from the training program?

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UNIT 1.2: Telecom Industry

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Unit Objectives

At the end of this unit you will be able to:

1. Get an overview of the Telecom industry in India
2. Discuss about the mobile handset industry in India
3. List the top mobile handset players in India

1.2.1 Telecom Industry at a Glance

- Telecom services have been recognized all over the world as an important tool for the socio-economic development of a nation.
- It is one of the prime support services needed for rapid growth and modernization of various sectors of the economy.

1.2.2 Telecom in India

- In recent years, the Indian telecom industry has witnessed phenomenal growth.
- A conducive business environment, favourable demographic outlook, and the political stability enjoyed by the country have contributed to the growth of the industry.
- India's telecommunication network is the second largest in the world based on the total number of telephone users (both fixed and mobile phone).
- India achieved the distinction of having the world's lowest call rates, the fastest sale of a million mobile phones, the world's cheapest mobile handset, and the world's most affordable colour phone.

1.2.3 Mobile Handset Industry

- India has reached the coveted position of the second largest mobile handset market in the world after China. It is expected to become even bigger with 208.4 million phones being shipped by 2016 at CAGR of 11.4% between the period of 2010 – 2016.
- The Indian Mobile Handset Market is expected to continue its upward trajectory as per a recent report by Frost and Sullivan.
- It is projected that there would be a threefold increase in the number of telecom participants by state this year. In short, India had about 68 mobile handset players and it will go above 200.
- Another interesting part of the survey is the increasing use of smart phones by the Indian consumer. The mature Indian mobile consumers' increasing preference for high-end handsets and the younger demographics' desire to use mobile web technologies could see the smart phone markets' revenues soar.

1.2.4 Top Mobile Handset Players in India

1. Samsung

2. Micromax

3. Blackberry

4. Karbonn

5. HTC

6. Spice

7. LG

8. Huawei

9. G'Five

10. Lava

Exercise

1. Which telecom company has the highest market share?

   _____

   _____

2. Which telecom company has the lowest market share among the top 7 companies?

   _____

   _____

3. Name the top five telecom companies in India.

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UNIT 1.3: Role of a Customer Care Executive Repair Centre

Unit Objectives

At the end of this unit you will be able to:

1. Gain knowledge about the job of a Customer Care Executive
2. List down the personal attributes of a Customer Care Executive
3. Discuss about the career ladder of a CCE(Repair Centre)

1.3.1 A Customer Care Executive

A customer care executive in a mobile repair centre provides customer service by interacting with walk-in customers. He also handles, follow-ups and resolves customer's queries, requests and complaints, related to handsets and accessories in a timely manner.

Moreover, he/she is a link between the company and the customer.

Fig. 1.3.1 Customer Care Executive

1.3.2 Role and Importance of a Customer Care Executive

1. Customer Care Executives tries to meet the needs of the customer within the ambit of management policies.
2. Customer Care Executives should listen, understand, analyse a problem, come up with the best solution, and make the customer feel that he/she has made the right decision.

For example, in a Repair Centre, the customer care executive will assist the customers by solving their problems on things like:
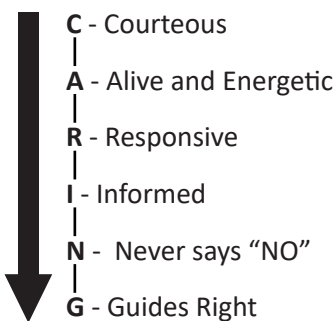
- Touch screen issues

- Cracked Screen

- Software not responding etc.

In such cases a customer care executive must pay attention to customer's problems and assure him that he will try his level best to solve his issues.

1.3.3 Approach of an Effective CCE (RC)

An effective CCE understands that his role is critical to the success of the organisation so it is important that his approach is correct. The best approach for a CCE to work with customers is the caring approach as a customer who feels cared for is a customer for life.

The CARING Approach

C - Courteous

A - Alive and Energetic

R - Responsive

I - Informed

N - Never says "NO"

G - Guides Right

1.3.4 Specific Responsibilities of a Customer Care Executive in a (Repair Centre)

- Individuals in this job provide customer service by handling, following-up on, and resolving walk-in customers' queries, requests and complaints.

- Individuals in this job are responsible for managing themselves as well as the store.

- Individuals proactively recommend/sell organisation's products and services.

- Individuals are responsible for identifying issues/problem of handset and troubleshoot them.

- Individuals are responsible for co-ordinating with internal team and customers for replacement/repair.

1.3.5 Personal Attributes: Customer Care Executive (Repair Centre)

- Have good communication skills with clear diction

- Have the ability to construct simple and rational sentences

- Have good problem-solving skills

- Have strong customer service focus

- Have strong selling & listening skills

- Have the ability to work under pressure

Exhibit

Five Main Responsibilities of Customer Care Executives- Repair Centres

A CCE is an important person playing a role between a client and the parent company. Here are the five main responsibilities of a CCE-RC.

1. **Building up a Good Image of the Company and Personal Rapport**

A CCE is the first point of contact with a client who has a query or a problem. Hence he/she has a big responsibility of creating a good image for the company to the caller.

He/she must project the right kind of attitude so that the customer feels confident about getting a query addressed. A CCE must also try and build an instant rapport with the customer so that it becomes easier to fulfil the customer's n

2. **Effective and Timely Communication**

A CCE must communicate very effectively with the customer and gather all possible information about the customer's needs. He/she should learn to question effectively and listen patiently to gather all the details about the problem.

An effective CCE always communicates well and ensures that the customer's calls are transferred to experts in case of such a need. He/she also calls back, takes messages and sends documents within the committed time frame.

3. **Handle Different Customers**

The work of a CCE involves handling different kinds of customers. He/she should be able to pacify an irate customer, be polite but firm with an annoying customer, help a poor speaker communicate his/her or her requirements well and take care of the feelings of an unsatisfied customer.

And most importantly a CCE has to make sure that each customer is satisfied.

4. **Make calls and follow up**

In a relationship centre a CCE is expected not only to handle incoming customers but also to sell a company and its products. In such a case, a CCE 's major duty is to make cold calls or call up old customers to sell a company's services and products.
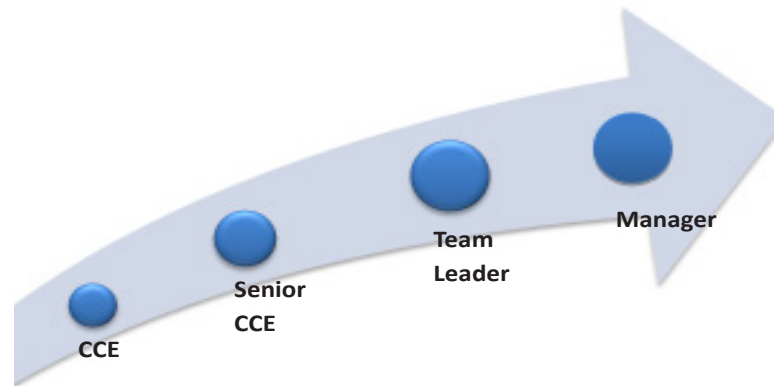
5. **Always Maintain Good Telephone Etiquettes**

A CCE is expected to maintain good telephone etiquettes. He/She should never cut a call abruptly, talk too loudly or be rude and abrupt. As a cCCE one must acquire excellent telephone presentation skills and modulate the pitch so that a customer feels good about the call.
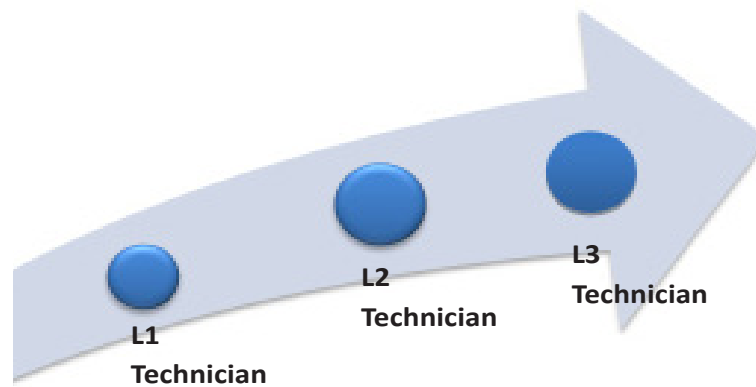
1.3.6 Career Ladder of a Customer Care Executive (Repair Centre)

A Customer Care Executive has a very interesting job role, one of a CCE and the other of a L1 technician. So he will have two career ladder, one will be if he wants to continue his job as a CCE and the other if he wants to grow as a L1 technician

- **CCE Career Ladder**

CCE

Senior
CCE

Team
Leader

Manager

- **Techinician Career Ladder**

L1
Technician

L2
Technician

L3
Technician

Exercise

1. List down the specific responsibilities of a customer care executive in a repair centre.

   _____

   _____

2. Write down any three personal attributes of a customer care executive in a repair centre.

   _____

   _____

3. Which of the following is the main responsibility of a customer care executive

- Rapport Building

- Not handling difficult customers

- Untimely communication

- None of the above

UNIT 1.4: Basic Terminologies used in a Telecom Repair Centre

Unit Objectives

At the end of this unit you will be able to:

1. State the different terminologies used in a Telecom Repair Centre

1.4.1 A Basic Terms and their Meanings

1G -1G is the first generation cellular network that existed in 1980s. It transferred data (only voice) via an analog wave.

2G- 2G is the second generation technology which introduced the concept of digital modulation which meant converting voice (only) into digital code (in your phone) and analog signals. Being digital helped to overcome some of the limitations of 1G as it omitted the radio power from handsets thereby making life healthier and it had enhanced privacy too.

3G-3rd Generation in Mobile Telephony. 3G allows simultaneous use of speech and data services. It offers data rates of up to 2 Mbps. 3G includes services like Video Calls, Mobile TV, Mobile Internet and Downloading. There are bunch of technologies which fall under 3G like WCDMA, EV-DO, HSPA and others.

4G- 4G is the latest generation of mobile data connectivity built on the foundations set by 3G. 4G offers a faster and more reliable connection. 4G offers features like downloading movies or music, streaming YouTube videos and uploading images to Facebook at a much faster speed than 3G. 4G is a quicker and easier technology as compared to earlier ones.

AC: Alternate Current.

BGA: Ball Grid Array

BSI: Battery Status Indicator

CDMA: Code Division Multiple Accesses

CPU: Central Processing Unit

DCT: Digital Core Technology

DC: Direct Current

ESD: Electro Static Discharge

FM: Frequency Modulation

GSM: Global System For Mobile phones

IC: Integrated Circuit

IMEI: The International Mobile Station Equipment Identity

LCD: Liquid Crystal Device

LED: Light Emitting Diode

MIC: Microphone

PDA: Personal Digital Assistance

PCB: Printed Circuit Board

PFO: Power Frequency Oscillator

RAM: Random Access Memory

RTC: Real Time Clock

SMD: Surface Mount Device

SIM: Subscriber identification module

Up-Sell: Up-selling is the action whereby a seller induces the customer to purchase more items, upgrades, or other add-ons in an attempt to make a more profitable sale.

Cross-Sell: Cross-selling is the action or practice of selling an additional product or service among or between existing customer, established clients, markets, traders, etc.

Customer Service: Customer Service is the provision of service to customers before, during and after a purchase. It is a series of activities designed to enhance the level of customer satisfaction – that is, the feeling that a product or service has met customer expectation.

Exercise

1. The full form of FM is:
    - Frequency Modulation
    - Frequent modulation
    - Fast Modulation
    - None of the above

2. The full form of BSI is
    - Battery Status Indicator
    - Battery Status Indication
    - Battery Structure Indication
    - Battery Structure Indicator

3. The full form of PFO is
    - Power Frequency Oscillation
    - Power Frequency Oscillator
    - Power Frequently Oscillator
    - None of the above

4. The full form of SIM is

- Subscriber identification mode
- Subscribed identification module
- Subscriber identification module
- Subscription Identity module

Notes

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UNIT 1.5: Basics of a Mobile Handset

Unit Objectives

At the end of this unit you will be able to:

1. Identify the different parts of a mobile Handset
2. Demonstrate how to assemble and disassemble a handset

1.5.1 Introduction

A mobile cell phone is a hand held mobile device that can perform several communication functions. Mobile technology has become one of the fastest growing technologies in the world.

1.5.2 Objectives

▪ Identify the parts of a mobile cell phone

▪ Use the correct hardware tools to repair mobile cell phones

▪ Assembly and disassembly a mobile cell phone

▪ Recognise potential hazards in the repair of mobile cell phones

A mobile phone is a handheld device that allows you to make and receive telephone calls while you move around a wide geographical area. A mobile phone also supports several other functions, such as text messaging, email and internet access, photography, money transfer, banking, and so on.

1.5.3 Anatomy of a Mobile Phone

A mobile phone has several parts or components. It is important for you to know the parts and understand their functions so that you can easily diagnose and solve problems. A conventional mobile phone is made up of many parts. The table below explains the functions of the main parts.

Parts of a mobile phone	Functions
Keypad	Used for inputting or entering data into the phone. It is connected directly to the CPU
Ear piece	Converts the electric signal to a sound signal
Mouth piece	Transmits sound from one phone to another
Battery	Source of power supply to a mobile phone
Power switch	Switches the phone on and off
Power IC	It takes power from the battery and supplies to all other
Oscillator	It creates frequency during outgoing calls

Screen or display	Displays data. It is connected to the CPU to receive following signals : LCD Data Signal, LCD Reset Signal, LCD WR Signal, LCD RD Signal, LCD FLM Signal, LCD HSYN Signal etc.
Flash IC	Stores the software and other programs installed in the mobile phone
Charging IC	Takes the current from the charger and charges the battery
CPU	Controls all sections of a mobile phone
Antenna	Receives and transmit radio frequencies and helps the phone to connect to the cellular network

The image below shows a printed circuit board (PCB) of a mobile phone showing the different internal parts. As you can see from this diagram the PCB is divided into two parts, the network section and the power section. The network section controls the incoming and outgoing phone calls, while the power section controls the memory and power related functions of the phone.
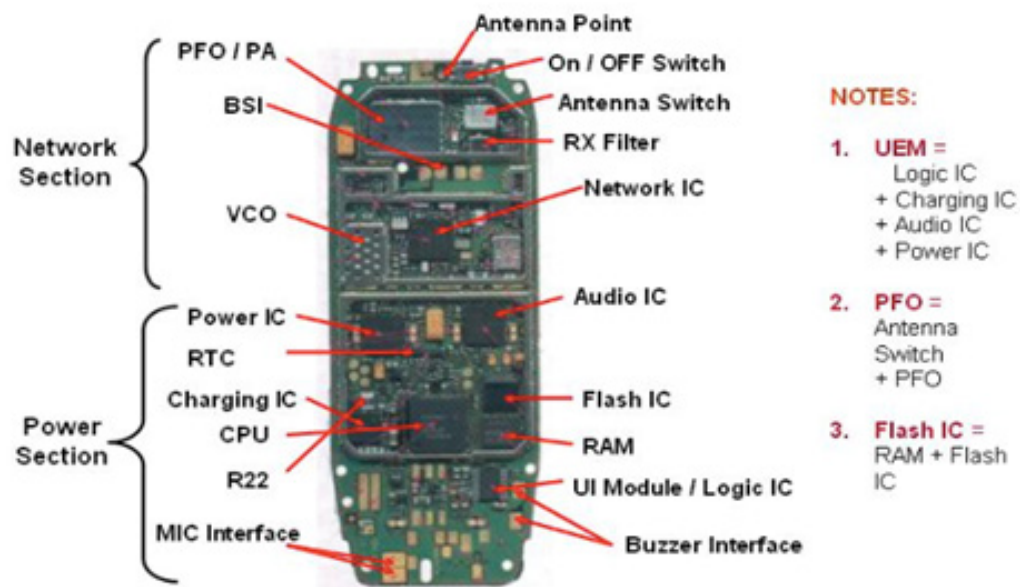

Fig 1.4.1 Anatomy of a Mobile Phone

1.5.4 Potential Hazards Associated with Mobile Phone Repair

What is a hazard?

A hazard is anything that has the potential to cause harm to yourself or those around you. Before you learn the different types of hazards, let's start by defining some of the terms associated with hazards. There are quite a number of potential hazards that one can encounter when servicing or repairing a mobile phone. These are listed in Table 1 together with the preventive actions that you could take to avoid them.

Hazard	Preventive Actions
Burns	Use of well insulated tools
	Use of gloves
	Keeping the soldering iron in the right place
	Unplugging equipment when not in use

Pricks by sharp objects	Appropriate storage of equipment
	Proper disposal of sharp objects
	Use of appropriate tools and equipment
Environmental pollution	Proper disposal of electronic wastes
Trailing electrical cables	Make sure electrical equipment is unplugged while
	not in use
	Safe storage of cables
Falls	Keep all tools, bins etc. in the right place

1.5.5 Disassembling a Mobile Phone

This is the beginning of all cell phone repairs. To be able to completely disassemble and reassemble any cell phone, you will be able to single out the root cause of the issue, and thus move on to repair it.

To disassemble is to take something apart or to break it down into pieces.

The following are the steps that you should take when disassembling a mobile phone:

- Switch off the phone

- Remove the battery cover

- Remove the battery, SIM card memory card (if any)

- Remove all the screws from the phone

- Lift back the cover with the help of a flat screwdriver

- Remove the strips (buzzer strip, display, camera, volume and speaker button strips)

- Remove the antennae wire from the outside

- Remove the motherboard and vibrator

To successfully disassemble a phone, you need to understand the various internal sections of a mobile phone and how they are connected to the CPU.

This section is incredibly important due to the fact that after becoming familiar with the disassembly of phones and also the structure of certain phones and how they are made, you MUST be able to start identifying each part AS YOU DISASSEMBLE it. This is crucial in repairing phones considering diagnosing the phones relies heavily on the knowledge of the function and responsibility of each part.

1.5.6 Internal Parts of a Mobile Phone

The table outlines the main sections of a mobile phone and how they are connected.

Internal Section	Connections
SIM card section	SIM Card Interface section is directly connected with the CPU in most mobile cell phones. If there is no power supply in a mobile phone then the SIM section is connected with the CPU through the Power IC.

Memory card section	In most phones the micro SD card holder is connected through a 8-pin socket. The memory card section is found inside the CPU
Ear Speaker Section	▪ In modern mobile cell phones which have a separate ear speaker, the speaker is directly connected to the CPU. ▪ It receives sound via signals directly from the CPU of from the audio section inbuilt within the CPU. ▪ In some mobile phones, these sound signals are received via coil / resistance. ▪ Some mobile phones have audio IC in the audio section, while others have audio amplifier.
Speaker/Ringer Section	The ringer, buzzer or speaker in most mobile phones are connected to the audio amplifier IC to obtain loud sound. The amplifier IC amplifies the sound or audio signal received from the CPU of the audio section.
Key Backlight Section	LED Lights are connected according to the parallel circuit in the key backlight section. Anode ends of all the LEDS are connected to each other and all the cathode ends to each other. 3 to 3.3 V is supplied for the functioning of these key LED Lights.
LCD Backlight Section	LCD Backlight in mobile cell phones is made according to the series circuit. A Boost Voltage Generator section is built for the supply of high voltage (10 to 18V) for the functioning of the LCD LED. Boost coil, Boost Volt Driver IC, Rectifier Diode are present in this section.
Vibrator Motor Section	Positive power supply is given to this section directly from the positive end of the battery. Negative power supply is given through a NPN transistor or from the ground of any circuit.
Network Section	Antenna, External Antenna Socket, RX-Band Pass Filter, RF Crystal, FEM, PFO, TX-Band Pass Filter, RF IC, CPU are connected in the Network Section.
Battery Charging Section	Charger and system interface connector is made together in most modern mobile cell phones. Regulator section is made separately for the battery charging section. In some mobile phones, the battery charging section is made inside the Power IC.
FM Radio Section	FM Radio Driver IC, FM Antenna, Signal and Supply Components are made in the FM Radio Section.
Bluetooth Section	Bluetooth Antenna, Bluetooth RF Signal Filter, Bluetooth Driver IC, Supply and Signal Components are found in this section. The Bluetooth section functions like the Network Section. The RF-CLK signal is given to the Bluetooth driver IC during signal processing.
Hands free (Earphone) Section	The hands free jack, hands free MIC, speaker signal component and hands free audio amplifier are present in this section. Hands free symbol is displayed after connecting the Hands free jack.

1.5.7 Assembling a Mobile Phone

The Re-assembly is obviously just as important as the disassembly, considering this is where the replacement of faulty components takes place. Once again, practice makes perfect, eventually enabling you to freely tear and and re-construct any cell phone, replacing faulty components on the way.

The following are the steps that you should take when assembling a mobile phone:

- Fix the vibrator strips of speaker and volume button

- Fix the motherboard

- Connect the antenna with wire

- Place the camera and connect it

- Place the buzzer

- Put the camera cover

- Make sure that the LCD is working before you place the screen

- Put battery and battery cover

Exercise

1. _____ converts the electric signal to a sound signal

   - Ear phone

   - Key pad

   - Battery

   - Oscillator

2. _____ transmits sound from one phone to another

   - Ear phone

   - Key pad

   - Battery

   - Mouth piece

3. _____ takes power from the battery and supplies to all other

   - Power IC

   - Flash IC

   - Charging IC

   - CPU

4. _____ creates frequency during outgoing calls

   - Ear phone

   - Key pad

   - Battery

   - Oscillator

5. What are the potential hazards associated with mobile phone repair?

    _____

    _____

6. List down the steps involved in assembling the mobile phone.

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2.1.8 Things to be avoided

There are certain habits that have severe ill-effects on one's health. Such habits should be avoided for a healthy life.

Fig 2.1.2 Things to say no to

Alcoholism:

It's the tendency in which one consumes alcohol to cope with difficulties or to avoid feeling bad.

It's Effects on Health:

- It increases risk of heart diseases, cancer, impaired immune system, liver infection (Cirrhosis) etc.
- Reduced work focus and drop in performance
- Degradation in social and economic status
- Withdrawal symptoms like anxiety, trembling, fatigue, headache and depression etc.

Tobacco:

Tobacco is the second largest cause of death in the world. It claims one death in every six seconds.

It's Effects on Health:

- It is the biggest reason for oral cancer which affects mouth, tongue, cheek, gums and lips
- Chewing tobacco lessens a person's sense of taste and ability to smell
- Smokers face a greater risk of suffering from lung cancer

Gutkha:

Each sachet of gutkha contains 4000 chemicals, including 50 that cause cancer such as Betal nut, Tobacco, Flavoring etc.

Impact of Gutkha on health:

- Loss of sensation in tongue
- Disfigured mouth
- Increased sensitivity to heat, spices and cold
- Inability to open the mouth
- Swelling, lumps and rough spots on gums or in other places inside the mouth
- Unexplained bleeding in mouth
- Difficulty in swallowing
- Mouth Cancer

Speech has certain characteristics which will affect the message that is being spoken:

- Volume – loud speech may sound bossy, very quiet speech cannot be heard.
- Tone – use warm tones without sounding over-friendly. Cool tones are very unwelcoming.
- Pace – fast speech is not easy to follow. Speak at a reasonable pace so that the other person has a chance to understand.

Correct body language also plays an important role in effective communication. For example, a warm smile accompa¬nying 'Have a nice day' or looking directly at the person who is being spoken to gives a positive image of the organisa¬tion.

Non –Verbal Communication

Non-verbal communication includes the overall body language of a person. There are two kinds of non-verbal com-munication:

1. **Signs and symbols:** for example pictures, or notices, or signboards, or even photographs, sketches and paintings.

Here are some examples of different signs and symbols:

Fig 2.3.2 Non-Verbal Communication

2. **Gestures and expressions:** hand signs, facial expressions, body postures or body language that can help to convey a mes-sage. You can learn to communicate better with others if you learn to recognise some of these.

> **Facial expressions -** A smile or a frown
>
> **Gestures -** movements of hands and body to help explain or emphasize the verbal message
>
> **Body posture -** how we stand or sit. Maintain a good posture. When you are talking to a colleague or guest, remember to stand up straight, look professional and be positive. Do not slouch, lean against something or fidget with equipment or your hands.
>
> **Orientation -** whether we face the other person or turn away
>
> **Eye contact -** whether we look at the other person and for how long
>
> **Proximity -** the distance we are from a person
>
> **Head nods -** for encouragement, indication of agreement or disagreement
>
> **Appearance -** dress and grooming
>
> **Non-verbal aspects of speech -** tone and pitch of voice

Fig 2.3.3 Gestures and Expressions

These non-verbal clues are important as they can be used to improve the quality of communication. They can be used to reinforce any verbal communication; for example, leaning forward and looking at the person you are speaking to and smiling naturally. Your expressions, posture and appearance must be appropriate and should tell the guest that you are professional, competent and willing to help.

Communication takes place in mainly three different ways:
1. **Talking and listening** face-to-face and on the telephone
2. **Writing and reading** messages, forms, report etc.
3. **Through body language** including facial expression, gestures, eye contact or looking away/looking at the floor and how close you are to a person.

2.3.3 Active Listening

People feel at ease valued if they know they are being listened to. They will feel more confident and able to make their needs known. The listener gains too, learning more about the person talking – forming better relations with colleagues and providing better quality service to customers.

Listening involves more than just hearing what someone says. It is an active process:

- Full attention must be given to the speaker. It is no good letting the mind wan¬der, or getting distracted by things going on around you.

- Show interest in what the speaker is saying. Avoid interruptions or attempts to disagree with the speaker.

- Identify the important things the speaker is saying but ignore interesting but irrelevant details.

- Take action on what has been said. If necessary, make notes or fetch other staff so they can take actions.

- Listening also involves taking notice of the body language the person is using. For examples: Yawning might suggest that the person is bored or tired.

- Looking at the time might suggest boredom, or else that the person is in a hurry.

2.3.4 Sample Conversation

- CCE: Hello sir, how can I help you?
- Customer: The touch screen of my phone has not been working properly from past 15 days. When I try attending the call, it is not attended due to the touch screen issues, when I try sending message to person A it sends it to person B. When I type something, it does not get typed and something else gets typed.

This not only lets you and customer know that the problem has been addressed, but allows the tech team and management to keep track of how well they are handling problems that come up.

- It helps you communicate with customers via email or SMS directly through the system to keep them updated of the progress.

- A ticket once resolved can be archived by the system. Most systems deal with similar glitches and each resolved ticket is searchable. That means if a similar ticket comes in, the tech team can pull up past issues and see how other techs resolved them for a quicker and more efficient fix. This issue tracking strategy also allows the data from each ticket to be tracked for trends and other associated information.

- A ticket system also heplps maintain a record of daily number of walk-ins, units accepted for repair and replacement in the centre.

- Customers records are centrally stored. Customer repair and purchases are easily accessible. Within a customer's record are the dates of each repair and sale, including the all IMEI's and serial numbers. These tools make assisting customers, even if they've lost their invoice, faster.

A good repair ticketing system for your cell phone repair shop should reduce the time you spend on managing the customer issues and enables you to spend more time on creating great customer experiences. Great customer experiences are the key element to growing your business. These experiences keep your customers returning back to you.

Exhibit

Ticket Types

There are five types of tickets:

Service Request:

A Service Request is logs and manages standard requests for information or access to systems and services. Service requests are handled using service request management workflow processes and is monitored for SLA compliance. For example, an end user seeks information about how to set up and configure work emails for mobile devices.

Incident Ticket:

An Incident Ticket is used to report and manage issues like a disruption, unavailability, reduction in the quality of a system or service. The Incident tickets are handled using incident management workflow processes. The response and resolution of these tickets is monitored for SLA compliance. For example, a request is logged when the end user is unable to send or receive emails from the cellphone. This service is typically available to the requester; and the service has been disrupted. Identify the cause of service disruption, restore the service quickly, and communicate with the requester about the resolution.

Problem Ticket:

A Problem Ticket is used to investigate, resolve, or mitigate major issues affecting many users. The problem tickets are handled using problem management workflow processes. Generally, root-cause analysis and resolution take time; and these tickets could or could not be monitored for SLA compliance.

Change Request:

A Change Request is used to log and manage a request for change to the IT Infrastructure or services. Some changes could affect only the requester (or a small group of users); while others affect many users. All

change requests go through a change approval process. Based on the nature of the change, the approval process varies and is handled using the change management workflow processes. A change request could be monitored for SLA compliance. The time that is required to respond and resolve a change is based on factors like getting an approval.

Task Ticket:

Tasks Tickets are used to track and manage smaller units of work toward the completion of another ticket. A Task ticket is logged as a child to another ticket. A Task Ticket is usually a Change or a Problem ticket. Each task can be handled either at a time by different people; or in a set sequence.

A Task ticket is never logged as an independent ticket but as children of a request, incident, problem, or change. A Task ticket is always used to divide individual units of work that is done to resolve another ticket.

2.4.5 Maintaining Records

As a CCE you are also responsible for maintaining records of daily number of walk-ins, units accepted for repair and replacement in the job sheets. This helps the organisation in keeping track of its progress as well as customer preferences and trends in the industry

A sample of a job sheet format is given below for your reference.

Repair Order Form

YOUR DETAILS:

Name:	
Company name: (if applicable)	
Address:	
Suburb:	Postcode:
Contact number(s):	Email:
Preferred payment:	❑ Credit card / Eftpos ❑ Direct deposit ❑ Cheque ❑ Cash ❑ Cheque
How did you hear about us?	

REPAIR DETAILS:

Brand:	Model:
Accessories sent in: (must be related to fault)	
Serial / Imei Number: (not compulsory)	
Is your phone protected with a password? (so we can test your phone after repair)	❑ No ❑ Yes............ ❑ Private (not recommended, we can't test your phone after repair)
Service Provider:	
Did we quoted you? ❑ No ❑ Yes for $............	
Fault description:	

TERMS & CONDITIONS

1. If there are any changes to your original quote or when you haven't received a quote upfront, Fix My Mobile will contact you before commencing any work.

2. A non refundable service fee of $ 20 will be charged in the event of your device is not repaired / repairable.

3. Fix My Mobile is not liable for any data loss. Fix My Mobile always recommends to make a back up before sending your device in for repair.

4. Please make sure that you have removed your sim card and/or memory card from your phone. Fix My Mobile does not accept responsibility for loss of these items.

5. If Fix My Mobile does not receive payment within 30 days after invoice date we recognize that you have agreed to forfeit your phone in lieu of payment and Fix My Mobile will reserve the right to recycle your device

I agree to all Terms and Conditions as advised by Fix My Mobile

Signature:_____   Date: _____

Fig 2.4.2. Job Sheet Format

Equipment for Level 1 repair:

1. A wide range of different screwdrivers (at least including Pentalobe screwdriver, Torx 2-6 screwdriver, PH0, PH00, PH000 and small flat head screwdriver).

Fig 3.1.3 Different screwdrivers

2. A bunch of separation tools, such as triangle plastic separation tool (or guitar picks) used for separating the frame, screen, front or back housing.
3. Spudgers: plastic spudger & metal spudger, the plastic one can be used to disconnect connectors, the metal one can be used for some separation works.
4. Sharp thin metal pry tool (also known as iSesamo Tool) for separation purposes.

Fig 3.1.4 Pry tool

5. Suction cup: dragging out the iPhone screen from the rest of the phone.
6. Heat gun: Most of the parts in a phone are glued by adhesive, some of the adhesive are really sticky. A good heat gun will definitely make your life easier.
7. Thermometer: the LCD screen/OLED is quite an expensive part, and improper heat will cause irreversible dam-

age to the screen itself, so a thermometer with laser target could save you some potential damage (and it's quite cheap, why not have one).

8. A pair of heat resistant glove: Protect yourself from burn when grabbing the heated up screen or any inner components.

9. Microfiber cleaning cloth & isopropyl alcohol: these could be used to clear the fingerprints and body oil on the screen and the adhesive residue.

10. Tweezers: separate some tiny and fragile components such as vibrating motor, power button, volume button and flex cables.

11. 3M adhesive: replace the old adhesive on the phone, better be pre-cut in different sizes.

12. A big roll of transparent tape: if the screens you are going to replace are badly shattered, place some transparent tape on it to protect yourself.

13. Magnetic screw mat: there are many tiny screws in an iPhone, which could be easily messed up. This could help you, better keep one.

Fig 3.1.5 Magnetic screw mat

14. A computer: use for data recovery or restoring the device.

15. A pair of earphone: testing the headphone jack.

16. Anti-static Electricity Strip: protect the devices & parts from static electricity.

Fig 3.1.6 Anti-static electricity strip

17. USB/Lighting cable & charger: testing the charging port.

- Be non-judgemental towards the other person. Let go of stereotypes and any preconceived ideas you may have about the person.
- If you have to disagree with the other person, give the reason first then say you disagree.
- Admit when you do not know the answer or have made a mistake. Being honest is always the best tactic, acknowledging mistakes will help to build trust.
- Be genuine, with visual and verbal behaviours working together to maximize the impact of your communication.
- Offer a compliment, avoid criticism.

Exercise

1. What do you understand by the term empathy?

   _____

   _____

   _____

2. The steps involved in managing angry customer includes
   - Not listening to the customer
   - Showing no empathy towards the customer
   - Apologising for the mistake made
   - Screaming and shouting at the customer

3. List down the factors that help in building rapport?

   _____

   _____

   _____

Notes

_____

_____

_____

_____

_____