

Elenos Group World Broadcast

WEBINAR:
Meet the BE Customer Service Team



Webinar Schedule

- The Million Dollar Question
- Who are the Elenos Group companies?
- What BE Customer Service is all about
- Who's Who in Customer Service?
- Challenges and Overcoming Them
- Tips and Tricks
- Some New Tech
- Your questions



Your host:
Chuck Kelly
VP Market Development



Special Guest:
Andy Berry
Head of Customer Service



Remember, watching this webinar qualifies for ½ credit towards SBE certification under Category 1.



The Million Dollar Question



Who are the Elenos Group companies?

Elenos – maker of efficient reliable FM transmitters – Ferrara, Italy

Itelco – makes a wide range of UHF and VHF Transmitters – Orvieto, Italy

ProTelevision – makes programmable RF modulators – Copenhagen, Denmark

Broadcast Electronics – AM/FM/TV transmitters and AudioVault – Quincy, IL



BE Customer Service – Guiding Principles

- Customer Focused
- Designed from the Outside – In
- Customers are real people with real lives
- Problems have real impacts
- BE knowledgeable
- BE efficient
- BE accurate
- Do what's right for the customer and fair to the business



BE the best part of our customer's day!



Our Team

Order Processing

RF Technical Support

Studio Technical Support



Our Team Behind the Scenes

Order Processing

Shipping / Receiving
Procurement
Finance

RF Technical Support

Test & Repair Techs
Sustaining Engineering
Product Management

Studio Technical Support

Software Development
Product Management



Tips & Tricks (RF)

- Always have your transmitter serial number and call sign information when you call so we can look up your information
- Always include your RMA number and a description of the problem when you send something in for repair
- Always bring a multimeter to the site with you because there's a good chance we'll ask you to measure something
- Depending on TX, bring computer along with serial cables, ethernet cable etc. so can connect to the transmitter
- Always take a screenshot of error messages so we can quickly isolate issues
- If possible, call from the site.
- Any additional details available when the problem may have started. (Was it storming, Ice on antenna, loss of heat or AC, Loss of AC Power?)



Tips & Tricks (Studio)

Always have your call sign information and software version when you call

Send the Application Logs and Windows Event Viewer Logs

Have a detailed description of the issue

- Specific errors, screen shot if you can
- Frequency? Repeatable? Patterns?
- Any hardware or software changes prior to problem?



Stuff that keeps me up at night

- Maintaining parts supply for legacy items and repair
- Keeping prices reasonable
- Knowledge sharing / common techniques
- Communication throughout the order lifecycle
- Prioritization



New Tools

Replaced old phone system with new IP-based phone system.

Team can be anywhere in the building (or the world) and have same functionality.

Integrated Screen-sharing, file sharing

Advanced phone call routing will allow us to route calls directly to techs, prioritize off-air calls, offer tiered service levels



New Tools

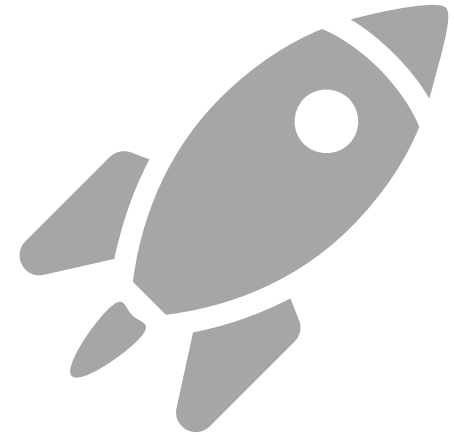
New Support Engagement System:

Integrated issue tracking, FAQ knowledgebase, and technical manual repository

Automated ticket creation, with response to confirm receipt and a link to the ticket

Log in, see all of your support cases.

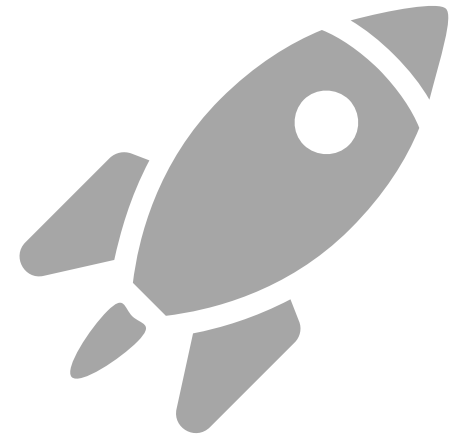
See Support cases for your company



In the Works

Real-time order / repair progress updates

Integration between shipping and ticketing (so you can look up your tracking info)



Support Engagement Tool Walk Through

<https://bdcast.freshdesk.com>

How to log in / create an account

Submit a new ticket

Review your tickets

View a KB Article / FAQ



Home

Solutions

Tickets

How can we help you today?

Enter your search term here...



 [New Support Ticket](#)

 [Check Ticket Status](#)

 [Contact Us At 217-224-9600](#)



At Broadcast Electronics, We've Got Your Back

We know how important it is to be able to get help when you need it - 24 x 7 x 365

- All Elenos products sold in the Americas are supported by trained, knowledgeable technicians at Broadcast Electronics
- Spare parts stocks are maintained at BE.
- ¡Nosotros hablamos español!

Studio Products

phone: +1 217.224.4700

email: service@bdcast.com

RF Transmission Products & Audio/Data Links

phone: +1 217.224.9617

email: rfservice@bdcast.com

Repair Center & Parts

phone: +1 217.224.9617

email: repair@bdcast.com

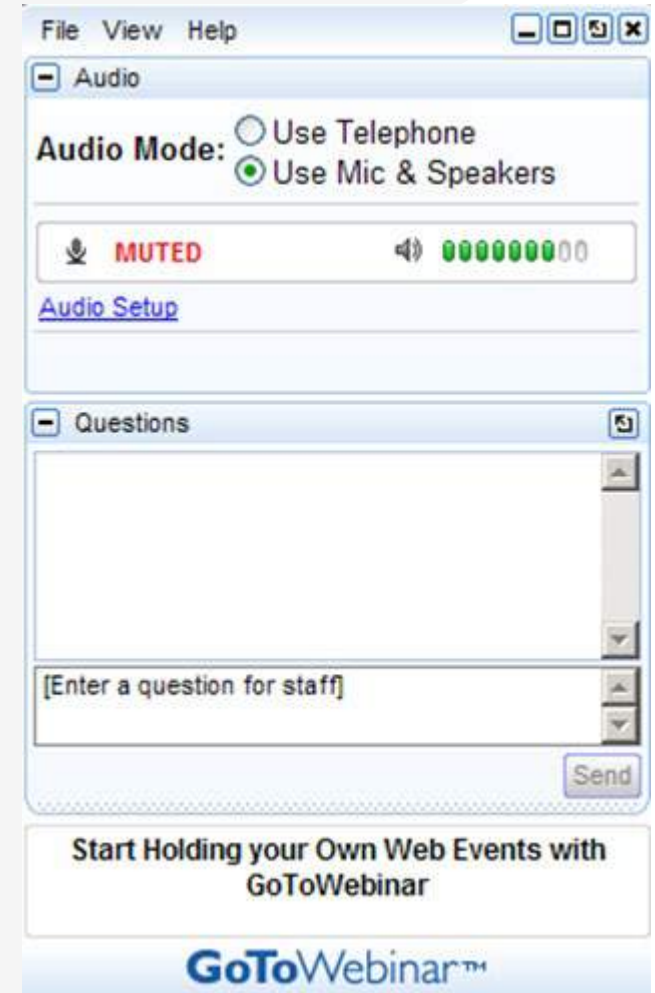
email: parts@bdcast.com



It's Time for Your Questions

Look for the Questions tab on the GoToWebinar interface

- Enter your question
- We'll answer live or, if time doesn't permit, we'll answer you after the webinar via email
- Thanks for your questions and feedback - they help us keep these webinars relevant.



Thank You

We know how valuable your time is, and we are honored that you chose to spend time with us.

Please check out our upcoming webinar schedule at:
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