



UNDERSTANDING SUPPORT

BY JOSHUA SAMPEY

I recall on many occasions being out in the field surveying or sitting in the office and having to make the call to support. If I was in the field usually something was not working and I needed a fix fast, time is money on a boat. If I was in the office it could go either way, a general question or a fast fix to meet a looming deadline. Before I came to this side of the fence several things always frustrated me when I called support or caused me to hesitate calling support. I hope that upon reading this you will have a better understanding of how the dedicated team here at HYPACK works hard to get you up and running. The first thing to remember is that while we have a solid team we are still a limited number of people servicing a global community.

Triage

At times, especially with high call and email volume we often have to triage the calls. If you call and leave a message indicating that you are in the office and your call seems like a general question you may be moved down the list. While your question is important to us, you are not sitting on a boat on a falling tide with an unresolvable issue burning potentially thousands of dollars an hour in operating cost. This is an unfortunate reality of support. One day you may be at the top of the list but the next you may be lower on the list. When contacting support it is always beneficial to us to let us know the urgency of the issue you are facing. If you call and say I need some assistance but don't tell us you are on the boat with a falling tide then we have no clue how to triage your issue. The same thing goes if your issue is a lower priority. We greatly appreciate it when customers let us know this information, it helps the entire team out.

Asking obvious questions

It is important to realize that you have been in front of the issue and have asked yourself/checked the simple stuff we have not. Sometimes we ask obvious questions to catch up to where you are in the process so that we can rule out the obvious. This is not a case of us thinking you are dumb or not capable. All of us in the support team have been on the boat and overlooked an obvious thing because we were stressed, tired, etc. Under those conditions, it is easy to overlook the obvious, remember we only want to help. If it makes you feel better, I was once asked if the unit was plugged in. I very sternly replied yes and insisted that it must be something else. Well, I was wrong and it indeed was not plugged in, I had overlooked it as I set the boat up in the early morning hours. While I was embarrassed support did get me up and running. This is why we ask the obvious because all of us have been there and done that!

Not being able to answer your question, at first

We have a very skilled team with a wide range of backgrounds. All of us here on the support team bring with us a vast array of experience and knowledge. The problem we sometimes encounter is that HYPACK is a very capable program that services many applications. Sometimes we pick up the phone or return your call and your issue may be a bit outside my knowledge base. In these cases we will not hesitate to start helping you but we will bring in reinforcement and ask our coworkers who may have more experience in the area you are working in. Sometimes replies come quick and sometimes the person we ask may be on another call and we have to be right there with you waiting on the answer. While we know this can be frustrating HYPACK is a large and very capable program and your question may stump us. It is worth noting that we do weekly meetings, sharing our knowledge with our co-workers in an attempt to close/reduce knowledge gaps within the support team so that we can better answer your questions.

Conclusion

We at the support team are here to help you, we are human, and while we each know a lot we don't know everything. However, as a team, we put great effort into being able to reliably get you back up and running when things go wrong. We also feel that no question is too stupid, if you can't figure it out that is what we are here for, sometimes it just takes a second set of eyes. I have a rule, something I started back in my surveying days, if something is not working and I can't solve it in 15min I make the call to support. Better to start the process of calling in backup than to waste time, daylight, and money banging my head on the wall. Sure the answer may be simple but that is what we are here for, to answer questions from check to plug, all the way up to, I have 26 sensors, how do I put them all at the same time into HYPACK?