

The Science of Customer Service

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Scientists are busy.
Input must be gathered efficiently.

Input is more constructive when there is a talking point.

Targeted Requirements Gathering

- Informal interactive process for visual concepts and user interactions
- Formal process for critical and difficult concepts

Feature & Bug Submissions

- Inside the Software
- Online
- Email
- Direct contact with developers

Convenience increases chances of bug reporting.

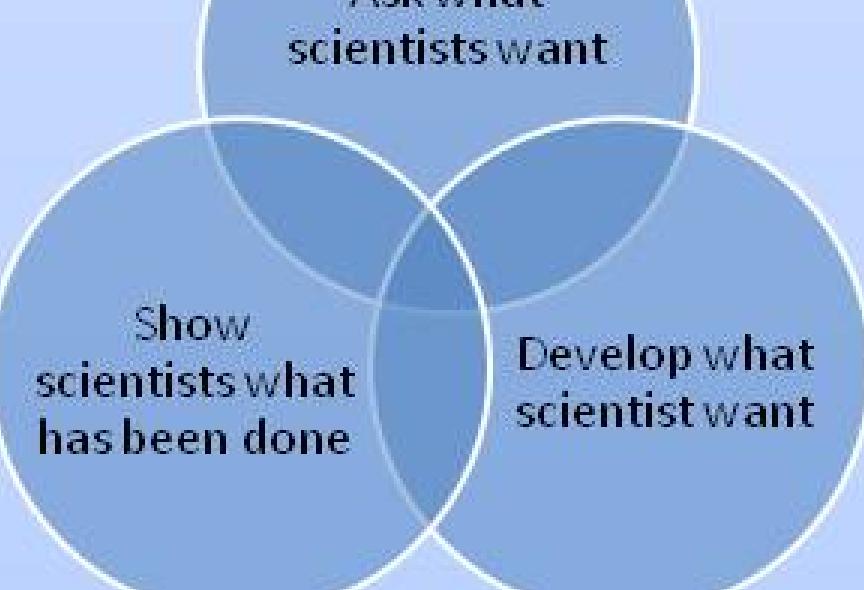
Submit through software

Priority managed by knowledgeable staff.

Scientists manage online

Direct contact reserved for serious issues.

Customer Involvement



Group Exposure

leads to more

Optimized Production

directs

Methods of Communication

- Release notes for new features and bug fixes published on web
- Documentation of features allows them to be used to full potential
- Presentations related to software topics

An unadvertised feature might as well not exist.

Reporting Progress and Planning

- What the group is currently working on
- What the group is planning to do
- What the group has done

Transparent decision process directly linked to user input.

Task Scheduling System

- Efficient, task completion order based on calculated priority
- Fair, bulk of decisions made using an objective system
- Flexible, can be overruled when necessary
- Consistent, only designated contact point can set importance of tasks

Graded by calculated figure of merit.

Task Prioritization

- How important each stakeholder group thinks the task is
- How many stakeholder groups benefit from the task
- Time needed to complete the task