New Organization

Customer Support & Training Department

Customer Support Dept

Quick Turn-Around Inquiries
Technical Resolution Inquiries
Product Support
Documents
DAC
Registrations

Miscellaneous Projects

Training Dept

Market Participant
Courses
Employee Development
Compliance Training
Employee Market &
Technical Training
On-Line Training

Customer Relations Function Customer Relations Departmental Objectives:

Accuracy

Speed

"Customer Service"

Customer Relations Function

Re-Organization:

- Track all inquiries
- Triage all inquiries
- Process what we can immediately / "in-day"
- Specialty desks / Research Capabilities
- Customer Account capability--- but not for inquiries
- Product Support New / existing areas
- Documentation Manuals, Tech Bulletins,
 Internal documents
- Ongoing Functions: DAC, Registrations, etc...

Re-Organized Function

Inquiry

Tier 1:

[Roger Kirkpatrick]

Receive calls

Create Tickets

Triage

Resolve Short-

Term Inquiries

Documents

Tier 2:

If

[Bob Friend]

Tech Reso

SME Reso

Product Support

Registrations

Account Reps:

[Art Storey]

Customer

Advocate &

Proactive Spt

DAC

Training

NYISO SMEs
Various Depts

Re-Organization: Steps

- Planning
- Defining positions
- Obtaining Supervisors
- Interviewing / Assigning staff / Internal Org
- Initial Customer Rep Training
- "Rolling out" Process
- Ongoing Maintenance:
 - Fine Tuning
 - Customer inputs
 - More Lean Six Sigma applications
 - More training
 - Measuring results & follow-up