Why Does RetailEdge Tech Support Always Tell Me to Leave a Voicemail?

Blog · https://retailedge.com/docs/why-does-retailedge-tech-support-always-tell-me-to-leave-a-voicemail

One on the things that new or quiet customers who don't call often wonder is “why does the support department never pick up the phone? "*I call sales and they pick up but never support, why is that?”* I can assure you we have a good reason and that reason is to make sure we take care of you- our customers.

First and foremost, the reason we don’t pick up is **we are looking for the sales emergencies.** These are the customers who are unable to complete a sale and have to turn away business. As retailers ourselves, we understand you could feel helpless and abandoned during this time of need, so we want to make sure we get to you as quickly as possible.

A logical follow up question you may have is *“well if I can’t ring in sales, wouldn’t I be helped faster if you just picked up the phone?”* You are technically correct, you would be helped a couple of minutes faster IF you were able to get through. However, many of the calls we get are not emergencies that tend to tie us up for quite awhile. This would result in the sales emergency call being delayed a lot longer than if we triaged your calls.

“Well why don’t you leave me on hold until you can get to me? We don’t have a call holding system because we simple respect your time. So instead of waiting on hold for an unknown amount of time you can leave a message and move on to another task until we call you back.

“What is the turn around time from between I leave a message and a call back?” The simple answer is we call back as quickly as we can. You can learn more about our triage process and how to ensure a prompt response in our forum post here . For the most part though, if you call during our business hours we get to most calls within an hour or so, depending on overall volume. The calls left after hours that are not sales emergencies for Gold level customers will be called back on the next business day.

One other reason why we request a Voicemail with a description of the issue is sometimes the tech that gets your call needs to verify the best solution to your issue. While it deeply pains me to admit this, we don’t know the solution to every issue, and at times we have to consult with one another here in the office to figure out how to best solve the nature of your call.

I hope this helps explain the reason behind our madness and to hopefully put you at ease in that we do everything in our power to provide you with the highest level of technical support.One other reason why we request a Voicemail with a description of the issue is sometimes the tech that gets your call needs to verify the best solution to your issue. While it deeply pains me to admit this, we don’t know the solution to every issue, and at times we have to consult with one another here in the office to figure out how to best solve the nature of your call.

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