Customer Service Expectations – Mission Support Concierge

Human Resources · https://missionsupport.archden.org/knowledgebase/customer-service-expectations-mission-support-concierge/

From Keegan O’Rourke:
As you have heard from me many times since I started here at the AoD, the Mission Support Concierge ticketing program (people.support@archden.org and benefitssupport@archden.org) is one of the best ways my team can serve you. I’ve told many of you this, but we can track your questions easier in one spot on our end (rather than getting lost amidst all the voicemails or other emails we receive not related to supporting you) and we can identify systemic and commonly experienced issues if they are in the ticketing system.

In an effort to continue to serve you effectively with our Mission Support Concierge system, we wanted to send out a few items for your review in order to understand what you can expect from us and what we need from you in order to best resolve your requests.

Below is a template for what information we need to have in your email/ticket when you send it in. That allows us to eliminate back and forth and will help us just to resolve your request more efficiently.

TICKET FORMAT

- Submitter Full Name
- Submitter Title (ie, Business Manager, Pastor, Manager)
- Submitter Location (Parish/School/AoD department)
- Submitter Payroll Profile (if payroll related for ministries/parishes/schools outside the AoD)
- Employee Name (if applicable)
- Employee Code (if applicable)
- Issue: Please give details on the question you have/issue you are facing. The more details, the better so we can pinpoint what you need and how we can help you more easily.

Thank you for all you do for your parish and archdiocesan community!

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