

GSC – LNGC Integration Project - Support

The Situation

As part of onboarding the newly acquired LNGC, GSC's management team has decided to leverage current support centers to provide support for LNGC's game. Based on the support request volumes, it seems that the current support centers around the globe could easily absorb this additional work with as long as adequate training was provided.

LNGC currently logs approximately 300 support tickets per day, most of which are closed within 10 minutes. Based on the ticket statistics, approximately half of these are from phone calls with the other half received through in-game chat.

During a meeting with LNGC's lead support technician, you learned that there are likely significantly more support requests received every day, but many are not formally logged. The support technician has indicated that most of the support requests are simply questions about how to use a game feature. He believes the "gaming experience" most employees are required to have is the best training around game features.

The current support staff utilizes a knowledge base built with the development team that you believe could be leveraged by GSC's support center. The knowledge base is filled with many knowledge articles, but the lead technician has indicated many of these are out of date.

Support technicians must monitor a support chat screen inside the game to answer questions. GSC is considering dropping the in-game chat support as an official support channel to avoid making its support center agents have an in-game presence.

Some of the current support staff doesn't trust the new management and has been actively seeking new employment opportunities. It has been rumored that another gaming software company may have approached several staff members regarding opportunities.

GSC would like to accelerate a transition to the international support centers. They have asked the project team to explore ways to make this move as efficient and seamless as possible.