

15 or 30 credits - Customer Support IT by Customers

Ingress:

Thesis project at Scania is an excellent way of making contacts for your future working life. Many of our current employees started their career with a thesis project.

Background:

We have several Scania IT Customer Support around the world (e.g. Södertälje, Brussels, Zwolle, Angers, Kuala Lumpur, São Paulo, etc.) that are providing Level1 IT Support services to approximately 42.000 Scania employees in more than 100 countries.

By working globally with standardization (Processes, Flows, Methods and Tools) we are always trying to improve the support we provide to our End-Users, but, now, with this initiative, we would like to get even closer to them in order to have a better understanding of their needs.

Target:

By interviewing Scania IT End-Users from different departments, locally and globally, to identify:

- What do they really expect and want when contacting us?
- How do they perceive us?

Assignment:

Scania has hundreds of departments and sections that have different needs, so the goal for this assignment is to investigate what a person working at Scania really expects when contacting Customer Support:

- Fast answering time (don't long waiting time on the phone)?
- High resolution rate of the first contact (without escalating/sending it to other groups in the support organization);
- Clearer information flow (it doesn't matter who is taking care of your problem);
- More flexible and faster ways to contact/reach IT Support at Scania (as chat, emails, onsite visit, etc.);
- To feel a very committed and nearness (good and friendly dialogue on the phone)?
- Other reasons?

Education:

Specify education or specialisation: No specific

Number of students: 2

Start date: February 2016

Estimated time needed: 4 months

Contact persons and supervisors:

Danilo Oliveira, Group Manager, 08-553 700 80
Mats Köpsén, Section Manager, 08-553 810 32

Application:

Enclose CV, personal letter and school-leaving certificate.

Publication date from - until

2015-10-13 – 2015-10-31

Apply for this job:

<http://jobsearch.scania.com/segerjoblist/presentation.aspx?presGrpId=7389&langId=1&ie=False>