Develop with Dell: Summer 2025 Tech Support Portfolio Case Study

Instructions: Please read through the following case study carefully and complete each Portfolio assignment by its respective due date. *Please note that each character in the case study is fabricated for purposes of training.

Case Study: TechSolutions Inc.

Company: Tech Solutions Inc.
Employees: 500
Specialization: Client Hardware, Enterprise hardware, Networking, Cyber, IT Support
Hiring Manager: Bruce Wayne

Company Overview:

TechSolutions Inc. is a leading provider of innovative technology solutions, specializing in IT support, software development, and network management. Founded in 2010, the company has grown to serve a diverse range of clients, from small businesses to large enterprises. TechSolutions Inc. prides itself on delivering exceptional customer service and cutting-edge technology to meet the evolving needs of its clients.

Recently, TechSolutions Inc. faced the challenge of maintaining high customer satisfaction while managing a growing portfolio of products and services. Recently, TechSolutions Inc was plagued with controversy as their customer service satisfaction (CSAT) reached an all time low of 60% satisfaction. This means that for every 100 customer calls, 40 customers were not satisfied with the level of service they received.

With an increasing number of clients and a diverse range of technical issues, the company is experiencing an urgent need to modernize its tech support processes and ensure efficient resolution of customer problems with customer satisfaction at the forefront of their operations.

To mitigate these issues, TechSolutions Inc. recently revamped their hiring and training processes to move towards a class-based cohort hiring system. This hiring system includes hiring 50 tech support agents for their intense summer academy to train and to keep up with the changing landscape of the IT industry. The academy includes various scenario

based troubleshooting opportunities related to: software solutions, hardware support, mobile solutions, and network solutions.

It's important to note, however, that due to the recent negative publicity surrounding their underperforming CSAT scores, TechSolutions Inc is committed to providing exceptional customer service and will move to a merit based system where they will only keep the top 30 tech support agents at the end of each summer academy. The goal is to use the summer academy to train, vet, and determine which candidates in the academy have what it takes to truly deliver the customer service experience that has been missing to elevate the perception of Tech Solutions.

Scenario

Congratulations! You were selected as one of the 50 TechSolutions Tech Support academy trainees with the opportunity to showcase your customer service skills and earn an offer at the end of the summer. Over the course of the next 8 weeks, you will be participate in a series of customer scenarios where you will incorporate your customer service and troubleshooting skills to prove you have what it takes to be a successful tech support agent.

Your manager, Bruce Wayne, is optimistic about the summer cohort and believes there will be some exceptional candidates. Remember, only 30 of the 50 trainees will earn an offer at the end of the summer.

Your goal is to outperform the cohort and earn a spot in the company full time. We wish you the best of luck!

Manager Welcome Email

Welcome to TechSolutions! As you embark on this exciting journey as tech support agents, remember that your role is crucial in ensuring our customers have a seamless experience with our products. Here are a few tips to get you started: Stay patient and empathetic – customers may be frustrated, and your calm demeanor can make a big difference. Listen actively to understand their issues fully before jumping to solutions. Familiarize yourself with our product knowledge base and don't hesitate to ask for help from your colleagues when needed.

Document all interactions thoroughly to help build a comprehensive support history. Lastly, embrace continuous learning – technology evolves rapidly, and staying updated will

help you provide the best support possible. Welcome aboard, and let's make a difference together! 🚀

- **Bruce Wayne**

Summer Academy Tech Support Scenario

Introduction: Welcome to your summer as a tech support agent at TechSolutions Inc.! Over the next few months, you'll handle various customer calls, each presenting unique challenges. Your goal is to provide excellent support, troubleshoot issues effectively, and ensure customer satisfaction.

Tech Support Portfolio Assignment 1: Transferrable Skills

Due Date: Friday 6/6/25

Format: Email to developwithdell@dell.com

Evaluation: Rubric

Review the job description from TechSolutions Inc .

Job Title: Technical Customer Support Specialist

Location: Round Rock, TX

About the Role: Are you a problem-solver with a passion for helping others? Join our team as a **Technical Customer Support Specialist**! No prior education or experience is required—we provide all the training you need to succeed.

What You'll Do:

- **Assist Customers:** Provide front-line support to customers, helping them resolve technical issues with patience and empathy.
- **Learn and Grow:** Participate in comprehensive training programs to develop your technical skills and customer service expertise.
- **Collaborate:** Work closely with team leads, engineers, and third-party vendors to find solutions to customer problems.
- **Document Solutions:** Keep detailed records of customer interactions, problems, and solutions in our CRM tool.
- **Deliver Exceptional Service:** Ensure every customer has a positive experience by providing friendly and effective support.

What We're Looking For:

- **Communication Skills:** Strong verbal and written communication skills to interact effectively with customers and team members.
- **Problem-Solving Ability:** A knack for troubleshooting and solving problems.
- **Customer Focus:** A genuine desire to help customers and provide excellent service.
- **Adaptability:** Ability to learn new systems and processes quickly.
- **Team Player:** Willingness to collaborate and support your colleagues.

Why Join Us?

- **Training and Development:** Receive world-class training and ongoing support to help you grow in your role.
- **Career Advancement:** Opportunities to advance within the company based on your performance and development.
- **Supportive Environment:** Work in a collaborative and inclusive environment where your contributions are valued.
- **Competitive Benefits:** Enjoy a competitive salary, bonus programs, and comprehensive benefits.

About Us: We are a global company dedicated to transforming how people work, live, and play. We value innovation, customer satisfaction, and integrity. Join us and be part of a team that is making a difference.

Please send an email to the hiring manager of the program, Bruce Wayne, detailing the ways that your experiences, classes, interests and skills would help you meet the requirements and responsibilities listed in the job description from TechSolutions Inc.

Please send your email to Develop with Dell by Friday 6/6/25.

Tech Support Portfolio Assignment 2: Personal Pitch

Due Date: Friday 6/13/25
Format: Email to developwithdell@dell.com
Evaluation: Rubric

As you are aware, only 30 participants in the summer academy will receive offers. To stand out you will need to create a personal pitch to articulate the ways that you are best suited for the role. In your pitch, be sure to reference the value you bring to TechSolutions, Inc. You also want to reference any relevant experience and transferrable skills you have. It is probably a good idea to keep it to under 2 minutes. Remember, your personal pitch is designed to pique your manager's interest and keep them interested in considering you for an offer.

Please type out a written personal pitch and email it to Develop with Dell by Friday 6/13/25. Keep in mind that although this submission is an email, you will be pitching your personal pitch on zoom at the end of the summer.

Tech Support Portfolio Assignment 3: Client Hardware Troubleshooting

Due Date: Friday 6/20/25
Format: Email to developwithdell@dell.com
Evaluation: Rubric

As part of your training, you will need to demonstrate your ability to use the knowledge you have gained in the program to resolve common client hardware issues. For each scenario

listed, please respond by explaining the steps you would take to troubleshoot the issues presented.

Scenario 1: Dual monitors connected to a desktop computer begin to flicker intermittently during use.

Scenario 2: After assembling a new desktop with newly purchased components, the system fails to boot, and no display is shown on the monitor.

Scenario 3: A user reports that their laptop battery, which used to last several hours, now drains within an hour of full charge.

Scenario 4: A workstation's audio output fluctuates in volume and sometimes produces static noise.

Scenario 5: A desktop computer intermittently loses power and shuts down without warning, then immediately tries to restart.

Please save your responses in one (1) pdf or Word file and email it to Develop with Dell by Friday 6/20/25.

Tech Support Portfolio Assignment 4: Enterprise Hardware Troubleshooting

Due Date: Saturday 7/5/25
Format: Email to developwithdell@dell.com
Evaluation: Rubric

As part of your training, you will need to demonstrate your ability to use the knowledge you have gained in the program to resolve common enterprise hardware issues. For each scenario listed, please respond by explaining the steps you would take to troubleshoot the issues presented.

Scenario 1
The monitoring system in a data center triggers an alert that server Rack A is overheating. Data center climate control seems to function properly, and neighboring racks report normal temperatures. What

steps would you take to investigate the cause of the overheating and resolve the issue while minimizing downtime?

Scenario 2
Several users report that their client laptops intermittently lose connectivity to the network while working from the data center's on-site office. The wireless access points are showing no issues, and wired connections seem stable. How would you diagnose and solve the wireless instability affecting client laptops?

Scenario 3
A user's laptop consistently fails to connect to a shared SAN resource that other users access without issue. The user's account permissions are correctly set up. Identify and addressing the barrier preventing SAN access for this client machine.

Scenario 4
A server in the data center fails to boot after a recent upgrade to its RAM modules. No BIOS messages are shown, and the boot sequence does not start. All modules were checked for compatibility before the upgrade. How would you troubleshoot the failing server start-up process?

Scenario 5:
Users report intermittent but severe performance degradation when accessing a database hosted on one of the data center's virtual servers. CPU and RAM allocations are within the threshold, and the hypervisor indicates no system-wide issues. Other virtual servers on the same host are performing normally. How would you go about restoring reliable performance for the affected database server?

Please save your responses in one (1) pdf or Word file and email it to Develop with Dell by Saturday 7/5/25.

Tech Support Portfolio Assignment 5: Customer Email
Due Date: Friday 7/11/25
Format: Email to developwithdell@dell.com
Evaluation: Rubric

As part of your training, you will need to send a professional email on behalf of Tech Solutions Inc. Recently, you helped a customer named Phil Jackson resolve a minor issue with their computer. The issue was related to a software update that caused some

applications to crash. You successfully guided Phil through the troubleshooting steps, and the problem was resolved.

Write a professional follow-up email to Phil to ensure everything is working smoothly and to offer further assistance if needed.

Please send your email to Develop with Dell by Friday 7/11/25.

Tech Support Portfolio Assignment 6: Customer Service Roleplay
Due Date: Friday 7/18/25
Format: Email to developwithdell@dell.com
Evaluation: Rubric

Instructions:

1. **Preparation:**
   a. Review the TechSolutions Inc. Customer Service Case Study provided.
   b. Familiarize yourself with the call flow, customer information, agent's notes, and resolution details.
2. **Scenario Analysis:**
   a. Read the following scenario carefully and answer the questions based on the information provided in the case study.

Scenario:

You are a TechSolutions Inc. Customer Service Agent. A middle-aged father has called in because his son's laptop screen is damaged and needs repair. The customer has already called TechSolutions Inc. twice about this issue. At this point, the customer is very frustrated because his son needs the laptop for school and the problem has yet to be resolved. The only solution is for the screen to be replaced in an onsite repair.

Support Plans offered by TechSolutions Inc.

Features	Regular	Advanced	Deluxe
Online Tech support	✓	✓	✓
Phone Tech support	✓	✓	✓
Basic Warranty Repair	✓	✓	✓
Onsite Hardware Repair		✓	✓
Automated performance optimization		✓	✓
International Support			✓
Accidental Damage Coverage			✓

Customer Information to Verify

- Service Tag: ABCD1234 2
- Phone Number: 555-123-4567
- Warranty Expiration Date: February 15, 2026

Agent's Notes from Prior Calls

- Agent Remarks: Walked the customer through all needed troubleshooting steps. Found that the customer could not see anything on the screen due to accidental damage.
- Available Resolution: The screen has to be replaced.
- Support Plan Notes: The customer's Advanced Support Plan covers basic warranty repairs, but not accidental damage – only the Deluxe Support Plan covers accidental damage.
- Plan Limitations: Customer could switch to the Deluxe Support Plan, but it wouldn't cover his existing damage. Resolution Details
- Customer's Service Plan Option: Based on the service plan he has, the customer's only option is to pay for an onsite repair of the laptop at his home.
- Cost to replace customer's screen: $400
- Dispatch scheduled for: Tomorrow
- Dispatch Reference Number: DT-252
- Agent's contact phone number: 555-765-4321

Questions:

1. **Call Opening:**
   a. Write a proper greeting you would use to start the call.
   b. List the customer information you need to verify and how you would phrase these questions.

2. **Understanding the Problem:**
   a. What additional details would you ask the customer about the problem with the laptop?
   b. How would you build rapport with the customer during this part of the call?

3. **Reviewing Agent's Notes:**
   a. Summarize the key points from the prior agent's notes that are relevant to resolving the customer's issue.
   b. Explain how you would confirm the customer's issue based on these notes.

4. **Providing a Resolution:**
   a. Describe the available resolution for the customer's issue.
   b. How would you explain the cost and the support plan limitations to the customer?

5. **Empathy and Rapport:**
   a. Provide examples of empathetic statements you could use during the call.
   b. Explain why empathy is important in customer service and how it can impact the customer's experience.

6. **Closing the Call:**
   a. Outline the steps you would take to close the call, including confirming the dispatch details and providing your contact information.
   b. Write a closing statement to thank the customer for calling TechSolutions Inc.

7. **Reflection:**
   a. Reflect on how you demonstrated empathy and built rapport with the customer in your responses.
   b. Identify any challenges you might face in a real customer service call and how you would address them.

Please save your responses in one (1) pdf or Word file and email it to Develop with Dell by Friday 7/18/25.

Post - Scenario

Congratulations! You have made it to the end of the summer academy! You should be proud of the work you have done to get to this point. Your work, along with the work of the other trainees, will have a great impact on TechSolutions' ability to serve their customers.

By implementing these strategies, TechSolutions Inc. achieved significant improvements in customer satisfaction and operational efficiency. The dedicated support teams and advanced ticketing system ensured quick resolution of issues, while the knowledge base empowered customers to handle minor problems independently. Regular training programs kept tech support agents well-equipped to tackle complex issues, resulting in faster and more effective support.

Conclusion: TechSolutions Inc. successfully navigated the challenges of managing a growing portfolio of products and services through a comprehensive tech support training strategy. The company's commitment to exceptional customer service and continuous improvement has solidified its reputation as a trusted technology partner for businesses of all sizes.