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New Technical Support Service

Effective immediately Samsung is very pleased to announce a new process to provide you with Technical Support. However, if you called in for Technical Support last week (week of 2/25/08) you are likely to have already had the experience of the new process, as the testing of it was in progress. The results were very positive as were the comments we received from you. The big difference in the new process over the previous one is that it is fast: calls get answered on average within 1 minute, and it is efficient: it is a call-back service so there is no need to stay on the line. You can continue being productive until you receive a call back.

The key to the process is called Triage. Triage allows Samsung to obtain a brief description from you, the caller, and determine a priority for response. Your experience in triage will be one where you are asked to give a brief description of your request and situation. Having this information allows Samsung to deliver attention to the callers in the most immediate need (technicians on site for instance) and get back to all callers in a timely manner.

Please let us know what you think of this new service via email to bcs.support@samsung.com.

