

Our Client

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One of our G Suite customers from Sta. Fe, California is a retailer of RTW's (Ready-To-Wear) who was expanding his branches to different locations in the California region. The spreadsheet is what he says is the most powerful tool he uses in creating his invoices, database of his products and the tracker of all the ins-and-outs of his business. He used to have an IT that sets-up many scripts in it that automates a lot of functionalities for him.

Issue

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He called in and was complaining about how he can create the script in the Google spreadsheet and what exactly is the code he should do to create a colour-coded dropdown in his spreadsheet. He was very frustrated as he just spoke to one of the direct free tech support of G Suite from the toll-free number of Google in his admin console. The customer complains that he could not get support from Google because scripting is unsupported by the G Suite help-desk.

Challenges

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Getting the customer back to his normal emotional state is more challenging than resolving his technical concerns. He was ranting and wants to get an affirmation that this issue has to be fixed with the fastest possible way since he is resorting now to us being the 3rd party and paid technical support. Identifying the right issue and how he wants his Google spreadsheet to function is also vague as he was asking for a script that will give him a drop-down menu and when selected would change the colour of the cell.

Solution

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Empathizing with genuinely is a major factor to appease any frustrated customer. An assurance to get this issue resolved and ensuring a hands-on support got him back to his senses. A few probing and paraphrasing clarified this issue and made him understand that a simple configuration through the conditional formatting and data validation will fix it instead of scripting.

We started off by configuring the data validation in another sheet, setting-up the cell range and criteria of his lists to be used for this drop-down menu. Then on the main sheet, we used the conditional formatting to set up his preferred colour for each selection. The customer expresses total satisfaction after seeing the result and making him understand that his issue indeed is not handled by the free tech support team due to the advanced settings and customization.

This is where **La'Quest** comes into play. Our cross-trained agents are customer-centric and customer oriented people. We ensure to speak-the-language of every person in the other line, create an atmosphere of real good sensible talks because we surely display the real meaning of business support.