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 gerrit@glidepath.co.za
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At GlidePath we go to great lengths to deliver a world-class service when it comes to delivering assistance and support to our customers. Communication is also key in delivering that service, we use a variety of communications, and social media platforms; to reach out to both communicate and receive feedback from our customers.



architect solutions.

Our primary line of contact is our office (3CX) phone, that is manned by a Front Desk Executive, from Monday to Friday 08:00 am to 17:00 pm. Ensuring all calls are dispatched to the correct department and logging tickets on our ticketing system (Freshdesk) should a client have any technical issues or require any quote or network

After hours the office phone is supported by our first-line support team from 17:00 pm to 21:00 pm for any after-hours technical issues or any other query calls.

All the in and outgoing calls are recorded. 3CX is loaded on each employee's cell phone minimizing the possibility a missed call.



We have our WhatsApp Technical support number, that is available from 08:00 am to 21:00 pm, seven days a week. Using this platform makes it effortless for any client or potential new client to contact us with any query. This platform is interactive and is available to all existing clients as well as non-clients.

This being an interactive medium makes it possible to send out all communications, perform all methods of troubleshooting as you can utilize photos, videos, voice notes, and URLs to send a client any additional information link to the internet.

This is just one example of the quickest methods we have, to resolve any client issue.



We use Splynx to log all the queries that are reported from each of our social media platforms, to ensure that all incidents are recorded and attended to within a reasonable timeframe. Every ticket is immediately logged on the system and assigned to a responsible agent to be resolved. This enables us to have track records of all clients technical issues and queries etc, enabling us to better troubleshoot and pick up any potential reoccurring incidents.

During office hours all tickets are logged by our Front Desk Executive, and after hours are logged by our first-line support team.

A ticket can also be logged by a client in and out of office hours by sending a mail to support@glidepath.co.za.

All tickets are reviewed every morning by a technical team to confirm that all clients were attended to.



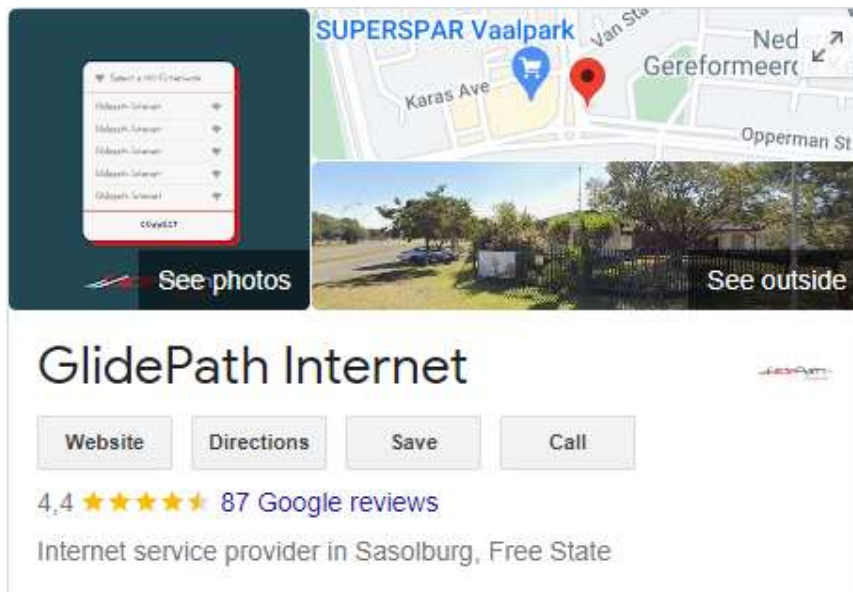
We also utilise an SMS system; should we have any emergency broadcast messages that need to go out to our clients regarding any breakouts, maintenance, or technical issues experienced on our rendered services.



Facebook is also used to send out all relevant, informative information to our clients and keep them updated and in the loop of regarding any upcoming changes, upgrades, maintenance etc involving the GlidePath network, and our clients' services etc.

This gives all our clients and non-clients to chance to interact with us regarding any matters they wish to query by sending a private message to one of our administrators.

This also gives us the opportunity to touch base on a more casual platform with our clients and non-clients.



danika hills
3 reviews

★★★★★ 9 months ago

Best customer service out there! Been with them for years and not planning to change. They are always available to help and sort out problems in no time giving updates and feedback all the way. If you are looking for a great internet service provider then GlidePath is definitely the best option!

1. Acknowledge Receipt

When a complaint is received, we promptly acknowledge it, and assign a ticket number for reference. This can be done through various channels like email, phone, or in person, depending on how the complaint was submitted.

2. Document and Record

Create a detailed record of the complaint, including the date, time, nature of the issue, and the contact information of the complainant. This documentation is crucial for tracking and resolving the complaint.

3. Investigate Thoroughly

Begin a thorough investigation into the complaint. Collect all relevant information and involve the necessary parties or departments to understand the root cause of the issue.

4. Respond Promptly

Once the investigation is complete, respond to the complainant promptly. Address their concerns, provide an explanation if necessary, and outline the steps you will take to resolve the issue.

5. Take Corrective Action

Implement the necessary corrective actions to resolve the complaint. Ensure that these actions are effective and prevent similar issues from occurring in the future.

6. Follow-Up

After the resolution, follow up with the complainant to ensure their satisfaction and to gather feedback on the handling of their complaint. This step can help improve your complaint-handling process.

7. Continuous Improvement

Continuously analyse and learn from complaints. Use this feedback to improve your products, services, or internal processes to prevent similar issues from arising again. Remember that a well-handled complaint can turn a dissatisfied customer into a loyal one and can also help identify areas for improvement within your organization.



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Please do not hesitate to use one of our following mediums should you have a complaint or any query.



Phone: [016 004 0060](tel:0160040060)



WhatsApp: [+27 79 670 3611](tel:+27796703611)



Email: support@glidepath.co.za