

**Figure 3.2a-\_: Customer Access Approaches**

Types of <u>Customer</u> Access and Information Provided		
To Seek Information	To Pursue Common Purposes	<u>To Complain</u>
<b>Forms of Customer Access Provided</b>		
Toll-free Telephone Number		Toll-free Telephone Number
Internet, Intranet	Internet, Intranet	Internet, Intranet, Forms
Support Assistance Fax		
<u>Customer</u> Support Hotline	Customer Support Hotline	
	Regional <u>Customer</u> Support Centers	
		<u>Customer</u> Forums
<b>Forms of <u>Customer</u> Contact Information Provided</b>		
	How to use programs/offerings booklets	
Contact information included in product/service documentation		Contact information included in product/service documentation
Internet Home Page, Intranet	Internet Home Page, Intranet	Internet Home Page, Intranet
Email Address	Email Address	Email Address

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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