

Re: *How MSFT *Deliberately, Arrogantly, Egregiously, and Totally* Fails to Support their Products*

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I am sure glad you got that off your chest! That was a lot of hate to carry.

"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message news:u6efZ%23dREHA.628@TK2MSFTNGP11.phx.gbl...

- > *Anyone associated with a NG in any way should be aware that Microsoft is*
- > *totally abdicating support for their prodcuts to Convergys of Ohio who*
- > *flays*
- > *this support into the ground. It is hoped that those who work for*
- > *Microsoft, particularly developers, as well as those who don't will become*
- > *aware of Microsoft's total lack of support for their products.*
- >
- > *If anyone from *Microsoft*, particularly the individuals named below, has*
- > *the guts to try to justify this egregiously poor excuse for support,*
- > *please*
- > *let me know. It has to change. This is posted here because the SQL MSDE*
- > *and failure to support it is directly on point, and should be known and*
- > *understood by any developer within or without Microsoft. These are some*
- > *"fast facts" about Microsoft's Commitment to Support SQL MSDE 2000 in BCM*
- > *the Add-In to Outlook 2003 sold in the most expensive boxes of Office*
- > *2003.*
- >
- > *Wake up!!!!!!! Doug Burgum Sr. VP Microsoft Business Solutions, Steve*
- > *Sinofsky Sr. VP Office, Jeff Raikes, Group VP Productivity and*
- > *BusinessSolutions, Paul Flessner Senior VP Exchange, SQL, EBiz Division,*
- > *EricRudder Sr. VP Servers and Tools, Lindsay Sparks, Jodi-Ueker-Rust,*
- > *Henry*
- > *Vigil, and SQL Server Product Manager Kirsten Ward and particularly those*
- > *who adapted MSDE 2000 to Buggy BCM Version 1--a primitive Beta in a*
- > *package.*
- > *All of you are in a *deep sleep at the switch* when it comes to Microsoft*
- > *Support you have ceded to incompetent Convergys.*
- >

Re: *How MSFT *Deliberately, Arrogantly, Egregiously, and Totally* Fails to Support their Products*

- > *Couldn't BCM have been integrated into Outlook? A number of hints to get*
- > *BCM up and running are not anywhere on the Office Outlook BCM site nor in*
- > *KBs. The few that are reside in far flung KBs--a type of *Redmond/Dallas*
- > *campus Raiders of the Lost Ark Safari* (no Apple puns intended here).*
- >
- > *Either change the boxes to Convergys and their logo and let Convergys take*
- > *over your company or support the products your developers and product*
- > *managers labor to turn out! You have totally abdicated that support.*
- >
- > *A retail box of MOS 2003 Pro or SBE costs about \$500--so that the BCM CD*
- is
- > *not a coaster, Microsoft needs to commit to support it--not just PR*
- > *spin--and get Convergys out of the way. They are a wall between you and*
- > *your customers as are your Phone Route Managers--so-called "MCSDMSCC DSTR*
- > *Team LeadProduct Support: 1-800-Microsoft.*
- >
- > *Hexadecimal error messages with a couple hundred thousand characters are of*
- > *no direct help to end users. There needs to be a way to interpret these*
- > *messages in real time so there can the information gleaned can spell*
- repair
- > *efficacy.*
- >

-
- >
 - > *Mini-White Paper:*
 - >
 - > **How Microsoft *Totally* Fails to Stand Behind Microsoft Office and*
 - Support
 - > *TheirProducts Because of the Poor Quality of Their Contract Support;*
 - > *Microsoft Support is an Oxymoron**
 - >
 - >
 - > *Hidden or camouflaged among the Longhorn, TechNet, and MSDN Evangelist*
 - > *buzz/blogs and great initiatives in a company full of dedicated and*
 - > *multi-talented people at MSFT is a phenomenon that truly constitutes the*
 - > *dirty underbelly of Microsoft--"support" that is not Microsoft at all--but*
 - > *an abusive sham that is a lucrative contract held by Convergys of Ohio who*
 - > *boasts on their web site that they have a staff full of attorneys who are*
 - > *ex-staffers on the hill (in the American Congress), and that they provide*
 - > *world class support. This is a prime rip off of Microsoft and it's*
 - > *customers. Whether that means "don't mess with us" or "we get results*
 - and
 - > *our calls returned inside the Beltway" I don't know or really care. The*
 - > *major call centers for Convergys of Ohio are in Nova Scotia and on*
 - > *Newfoundland known by many in Canada as "the rock."*
 - >
 - > *On their site, Convergys boasts they "take care of their customers." I'm*
 - > *going to outline *how* they take care of their customers with a \$500 box*
 - of
 - > *Office Pro or SBE. It's my understanding that Tony Soprano takes care of*

- > *his customers as well. "Bada-Bing Bada-Boom" is the corporate ethos when it*
- > *comes to Microsoft's customers for Convergys.*
- >
- > *This slogan on the page below should more accurately read "Dispose of Your*
- > *Customers With Convergys--How To Quintessentially Jerk Them Around and Dump*
- > *Them Fast and Show Complete Disdain For Them" Convergys reports revenues of*
- > *2.3 Billion, and can decimate the support for a \$500 box of MOS 2003.*
- Even
- > *if Convergys employees know nothing about the product, that doesn't stop*
- > *them from charging full steam ahead with their unique and potent combo of*
- > *arrogance and ignorance.*
- >
- >
- > *Take "Better Care of Your Customers" With Convergys*
- > *http://www.convergys.com/company_overview.html#better_care*
- >
- > *This is one aspect of Microsoft where Steve Sinofsky, Jeff Raikes, Doug*
- > *Burgum, Paul Flessner, Eric Rudder, Lindsay Sparks, Jodi-Ueker-Rust,*
- Henry
- > *Vigil, SQL Server Product Manager Kirsten Ward, and a number of others are*
- > *asleep at the switch.*
- >
- > *If one goes to the Microsoft Office site and reads every possible web page*
- > *associated with Outlook and BCM, they will find none of the many hoops that*
- > *may be necessary to get BCM installed and up and running due to its use of*
- > *the MSDE 2000. The tack taken is rather to scatter a few (and leave many*
- > *out) of the tips throughout 15 KBs and construct a 'Redmond Raiders of the*
- > *Lost Ark' search.*
- >
- > *Tech Support Microsoft style has been an enormously egregious time*
- wasting
- > *experience. I want to distinguish Microsoft from Convergys here for*
- good
- > *reason. I was having trouble associating BCM with Outlook. I had read all*
- > *KBs, and appreciated and took all the suggestions posted in the Outlook*
- and
- > *BCM public newsgroups, here and on the web. I did everything possible*
- to
- > *keep the MSDE 2000 data base engine "happy" with respect to user profile,*
- > *services started, and file and print sharing.*
- >
- > *After talking with a number of contract support people who were not*
- > *Microsoft of course, but actually Convergys although they lied and claimed*
- > *they were Microsoft employees, and whose offerings consistently were to*
- go
- > *to the OL toolbar and add BCM and getting the same crashes over 100 times.*
- > *No less than 10 appointments were made during the month over a period of 4*

- > hours for each two day tandem. My support case was "escalated" to "BCM
- > research" No one from Convergys ever kept the appointments, or had the
- > courtesy or common sense to call and say something got in the way of the
- > obligation.
- >
- > This was of course extremely time wasteful because you have to be at the
- > machine ready to "work with them," and by a clear phone line. It also
- > meant while Microsoft employees are very conscious of their own schedules,
- > PDAs, Tablets, Laptops, "SharePoint workspace meetings", meeting requests
- > and meeting workspaces, and Outlook calendars and schedules, they could
- > care less about the time and obligations of anyone else. There was never
- an
- > apology for these missed appointments by the glorified Microsoft phone
- > router manager that the phone answering temps from still another company
- > referred me to. The problem of 10 four hour periods that were scheduled
- and
- > blown off was brushed aside. Imagine what might happen to you if you
- stand
- > Ballmer, Raikes, Sinofsky, Burghum, Flessner or Rudder up for a scheduled
- > meeting, let alone ten of them, and you're on their payroll.
- >
- > When I called to try to find out what happened, after trying to email
- > several managers@microsoft.com I got emails from two Canadian Convergys
- > employees in Novascotia assuring me of escalation and prompt
- > calls but none came, nor were any actually planned.
- >
- > Finally, after calling back I was told a call would be coming. The
- > gentleman said he had "1/2 hour," and essentially played what I now know
- is
- > the "Convergys BCM toolbar game" to hit the toolbar for a BCM add-in and
- > watch the crash. He asked me to email the error messages about 3 weeks
- > ago, said someone would be in touch and no one was. The error messages
- are
- > all in
- > hexadecimal; you can't paste them; and you have nothing with which to
- decode
- > them. I screen shot them, and I pasted the ones I could in text. I
- emailed
- > these to every SP listed who had owned the case as well as the managers at
- > Convergys who did not seem to know much about software in general, and
- > certainly Windows as I later found out when they called error messages
- > directed at NT Build 2600 the default XP Launch build a beta SP2 build.
- >
- > I never heard from them. When I called and got a manger of call routers
- who
- > claimed he was a Microsoft employee, He was over the top hostile, and
- > said your only support option is our contractors--take it or leave it or
- > I'll end the case and prevent you rcalling. It was also clear he knew as
- > little about Office as he did about Windows which is also the index of
- > Convergys' level of skill.
- >

- > *I received an email the next day saying my case had been closed because I was*
- > *using a Beta OS. In fact, reproduced the same errors on Windows XP default*
- > *launch build, Windows XP SP1, and every current SP2 build. They had*
- > *nothing to do with the build of Windows period.*
- >
- > *The non-technical Canadian manager who killed the case didn't seem to give*
- > *me credit for having the trouble—shooting sense to uninstalling a Beta*
- > *and*
- > *BCM and to reinstall them which I had done weeks before the case was*
- > *"escalated" or asking for help. This is an old Convergys ploy. They'll*
- > *do anything they can to squirm out of support, particularly in a case like*
- > *this where they know nothing about BCM.*
- >
- > *Convergys also does Comcast support. A couple years ago just before*
- > *the*
- > *XP launch, they were telling people that Windows XP did not work well*
- > *with*
- > *Comcast's suste,.. so that they could blow off support calls when*
- > *disconnections from the internet were due to problems on the line beyond*
- > *the*
- > *tap, and upstream line decibel readings were well outside normal limits.*
- I
- > *pointed out that Bill Gates bankrolled Comcast's start and this*
- > *was absurd since Windows XP has a number of networking and broadband*
- > *configuration enhancements compared to other OS's and Wintendo (Win 9X),*
- > *and*
- > *those are well discussed in the archives of TechNet, MSDN, and the XP web*
- > *pages on Microsoft's site that reference networking—some written by MS*
- > *MVPs.*
- >
- > *A cracked RJ6 cable outside and several hardware problems beyond the cable*
- > *tap were the problem. This was Convergys being Convergys and I might add,*
- > *not being Microsoft. Convergys will do anything to weasel out of support,*
- > *because with them, the emperor has no clothes and they know little about*
- > *much of the software they are purported to have SPs (service*
- > *professionals)*
- > *for.*
- >
- > *In other words, Microsoft who touts that they make excellent software*
- > *products contracts with some of the most incompetent support on the*
- > *planet.*
- >
- > *After I pointed out the only move several Convergys tech support people*
- > *including their BCM "research" team had was to click on the toolbar to*
- > *try*
- > *to add in BCM, and had little understanding of the use of the SQL server*
- > *MSDN 2000 that had been adapted as a miniversion for BCM, or the KBs the*
- > *phone routing supervisor who alleged he was a MS employee in a suburb near*
- > *Redmond snarled to take it or leave it and I got an email stating the same*

> thing.
>
> This made me wonder: If Mr. Sinofsky and Mr. Raikes were getting the same
> crash, would they sit at their desks and click on the toolbar for months
and
> embrace the Microsoft phone manager's mandate to keep on keeping on?
>
> If I were on that product group, or part of the endless number of
managers
> for Office products, and I were Steve Sinofsky Office VP, Jeff Raikes and
> the rest of the Office VPs, I'd want Microsoft to stand behind a \$500
> Microsoft box. What I have seen has been disingenuous with
> respect to that concept. In other words, Microsoft ain't supportin' no
BCM
> or Office boxes for any of us no how. I have the emails and broken
> appointments and insistence that I keep clicking the toolbar to prove it.
I
> also don't speak hexadecimal, and make extensive use of the Event Viewer
> when I can.
>
> Microsoft needs to start supporting their products for real. I don't
> believe anyone at Convergys knows a great deal about BCM and wish when
> theypost instead of the alias [MSFT] those who are Convergys would be up
> front and proud of their \$2 plus billion dollar grossing company. Most of
> us aren't fooled, and most of us know aV-1 or V-2 email is from a
Convergys
> employee or other contract employee and not a Microsoft employee. It
would
> not so much matter if the support personnel were part of J-Lo's back stage
> roadies, if they knew something about the product they were supposed to
> support and honored appointments.
>
> I don't believe on the user rather than enterprise or medium business
level
> Microsoft, the Redmond company where Jeff Raikes works, supports their
own
> products at all, and I have substantive evidence to back this up.
>
> Convergys is the *nasty* and completely incompetent underbelly of
> Microsoftsupport. I would urge anyone who gets this treatment not to be
> satisfiedwith it as an end result and to take it up with the real
> *Microsoft,* notConvergys of Ohio. I'm hardly the lone ranger in this
> perception; I've seen itfor years on the XP, IE, OE newsgroups on the web
as
> well as the MS groups.I see posts for help that begin "I couldn't solve
this
> with long waits forMicrosoft support." Youweren't waiting for Microsoft;
> you were waiting for their "support" from Convergys.
>
> Not every secretary or small business user has a help desk or IT team
with

t.public.windowsxp.help_and_support: Re: *How MSFT *Deliberately, Arrogantly, Egregiously, and Totally* Fails to Support

- > a heads up Sys/Ad or CTO attached to them. Not all of these people are
- > Active Directory, Windows Server 2003, Group Policy, SQL/Exchange
- > Afficianados with a million hacks for these products at their finger tips
- > and unfortunately the vast majority of them have never heard of an MSKB
- and
- > will never see one. None of them speaks hexadecimal or has the means to
- > interpret a long scroll down hexadecimal message that is the business end
- of
- > their errors and crashes when that's all that is available to them. Most
- > secretary and small business users have never heard of putting
- > "eventvwr.msc" into their run boxes, and even if they had, they would
- still
- > often be stuck with hexadecimal coded errors and no means to interpret
- them
- > and turn them into constructive fixes.
- >
- > Chad Harris
- >
- >