

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

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Greetings --

Do you have any specific problem(s) that you need help with, or are you just venting?

Bruce Chambers

--

You can have peace. Or you can have freedom. Don't ever count on having both at once. -- RAH
"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 products to Convergys of Ohio who flys
> 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

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

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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--aprimitive 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.
>
> 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

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> 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.
>

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> 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.
>

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> 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
workwell 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

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> 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 weasle 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 disingenous 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

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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
> 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.

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