# Customer service support CSMG

Managing and operating customer service or service desk functions.

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| **Guidance Notes:**  Customer service support can be managed and delivered through various channels including, but not limited to, teams of people in a single location, virtual teams of people in many locations, automated technology and service bots.  Activities may include, but are not limited to:   * managing customer service functions and teams * acting as a point of contact for users and customers * responding to reported issues * handling requests for information * handling requests for access to applications, systems, services * responding to service requests. |

## Level 1

Receives and handles requests for service, following agreed procedures.   
Promptly allocates calls as appropriate.   
Logs incidents and service requests and maintains relevant records.

## Level 2

Responds to common requests for service by providing information to enable fulfilment.   
Promptly allocates unresolved calls as appropriate.   
Maintains records, informs users about the process and advises relevant persons of actions taken.

## Level 3

Acts as the routine contact point, receiving and handling requests for support.   
Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.   
Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.   
Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

## Level 4

Monitors service delivery channels and collects performance data.   
Assists with the specification, development, research and evaluation of service standards.   
Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

## Level 5

Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.   
Specifies, agrees and applies standards. Ensures that service delivery is tracked and monitored, metrics and reports are analysed, and issues are resolved.   
Drafts and maintains policy, standards and procedures for the customer service or service desk functions.   
Ensures that the catalogue of services that can be requested and that are supported is complete and up-to-date.

## Level 6

Influences the strategic direction and takes responsibility for the full range of customer service functions.   
Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. Champions the service culture required to deliver organisational outcomes.   
Leads the development and implementation of organisational frameworks for complaints, service standards and operational agreements.   
Takes responsibility for business continuity and legal, regulatory and contractual compliance.