**NextTech Customer Service Roles & Responsibilities Document**

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**1. Executive Summary**

This document defines the roles and responsibilities for NextTech's Customer Service process, ensuring exceptional support for B2B clients across the EU. It outlines accountability across three tiers (Strategic, Operational, Support) and aligns with NextTech's service excellence framework.

**2. Tiered Role Architecture**

**2.1 Strategic Leadership (Tier 1)**

* **Chief Customer Officer (CCO)**: Owns end-to-end customer experience strategy and P&L for service operations (€185M revenue).
* **Director of Customer Service**: Leads daily operations, ensuring SLA adherence (e.g., <2-hour critical issue resolution).
* **Head of Customer Success**: Oversees proactive support programs (62% preventative maintenance coverage).

**2.2 Operational Roles (Tier 2)**

* **Service Delivery Manager**: Manages ServiceNow case queues and technician dispatch (target: 85% first-contact resolution).
* **Technical Support Lead**: Supervises Level 1-3 engineers; maintains Azure knowledge base.
* **Parts Logistics Coordinator**: Optimizes SAP S/4HANA inventory across 12 EU warehouses.
* **Customer Success Manager**: Conducts quarterly business reviews for strategic accounts (89% contract renewal rate).

**2.3 Support Roles (Tier 3)**

* **SD Agent**: Handles initial triage via Salesforce (target: 47-minute first response).
* **Field Engineer**: Resolves on-site hardware issues; certified for OEM equipment.
* **Feedback Analyst**: Tags product insights in Salesforce for R&D (100% feedback capture).

**3. Key Responsibilities by Process Stage**

**3.1 Case Intake & Triage**

* **Service Desk Agent**: Routes cases using ServiceNow’s NLP bot; escalates Priority One alerts. (interim process is done using emails)
* **Technical Support Lead**: Validates IoT-generated cases from 8,000+ connected devices.

**3.2 Resolution & Logistics**

* **Field Engineer**: Performs repairs using SAP-guided parts logistics (35,000+ SKUs).
* **Parts Logistics Coordinator**: Ensures same-day shipment for critical components.

**3.3 Proactive Support**

* **Customer Success Manager**: Enrolls clients in predictive maintenance (Azure AI).
* **Feedback Analyst**: Identifies trends for Voice of Customer Council.

**4. Escalation Paths**

1. **Technical Escalation**: Service Desk Agent → Technical Support Lead → Director.
2. **Strategic Account Issue**: Customer Success Manager → Head of Customer Success → CCO.
3. **Parts Shortage**: Parts Logistics Coordinator → Procurement Team.