

Product/Service		
Staff Interaction Infractions (Poor Customer Service)		
Serial No.	Issue/Complaint Type	SLA
10190	Poor Staff Attitude (Disrespect, Insult, etc)	7 Days

Staff Interaction Infractions (Poor Customer Service)	
Responsible Department	
CUSTOMER EXPERIENCE	
Responsible Role	
Regional Service Manage	
Escalation 1	
christian.sinclear	
Escalation 2	
christian.sinclear	
Escalation 3	
frank.djan	