

NexaCore Customer Support Handbook

Department: Customer Support & Success

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1. Mission and Core Values

1.1 Support Mission Statement

To serve as the seamless extension of the NexaCore platform, providing rapid, accurate, and empathetic technical assistance that enables our enterprise clients to maximize the value of their AI automation workflows.

1.2 Core Support Principles

- **Enterprise Empathy:** Always understand the significant business impact of every issue. A P1 incident for a client is a critical service disruption.
- **Technical Authority:** Become deep experts in our core technology (Workflow Engine, API Gateway, AI Models). If you cannot solve it, you must know exactly **who** can.
- **Proactive Resolution:** Anticipate client needs. Don't just close the ticket; confirm the root cause is fixed and provide documentation to prevent recurrence.
- **Multilingual Competence:** Serve our MENA clients with professionalism in both English and Arabic, understanding local business context.

2. Channels and Operating Hours

Channel	Scope	Operating Hours (Dubai Time, UTC+4)
Portal Ticket (Primary)	All requests (P2-P4)	(Sunday 00:00 - Thursday 23:59)
Direct Phone Line	P1 Incidents only	(On-call rotation)
In-App Chatbot	L0 Diagnostics & FAQ	(Automated)
Dedicated Slack Channel	High-Value Clients (V-VIP)	(Standard Business Hours)

3. The L0-L3 Support Tier Model

Tier	Role / Function	Focus Area	Escalation Point
L0	Automated Chatbot & FAQ	Self-service diagnostics, general information, basic troubleshooting.	L1 Support Agent
L1	Support Agents (First Line)	Triage, simple configuration errors, password resets, basic API usage questions. Goal: Resolve of tickets.	L2 Specialist
L2	Technical Specialists	Complex workflow debugging, database query assistance, initial assessment of AI model failure.	L3 R&D/SRE
L3	R&D / SRE (Engineering)	Root cause analysis (RCA), code fixes, deployment of patches, large-scale infrastructure issues (PO/P1).	N/A (Responsible for code fix)

4. Documentation and Knowledge Sharing

All agents are responsible for maintaining and improving the internal and external Knowledge Base (KB).

- **KB Policy:** If you spend more than 1 hour solving a unique, repeatable problem, you must write a KB article for it.
- **Tone of Voice:** Articles must be clear, concise, and structured with clear steps and visual aids (screenshots/code blocks). Avoid informal language.

5. Agent Performance Metrics

Agents are evaluated based on the following key performance indicators (KPIs):

- **First Contact Resolution (FCR) Rate:** Percentage of tickets solved on the first interaction (Target:)
- **Average Handle Time (AHT):** Average time spent actively working on a ticket (Target:)
- **Customer Satisfaction Score (CSAT):** Measured via post-interaction survey (Target:)
- **Time to Resolution (TTR) (Average):** Total time from ticket open to close. Must comply with the SLA.