Customer Support Resource Allocation Plan (Q1 2026)

Department: Customer Support & Success
Period: January 1, 2026 - March 31, 2026
Prepared By: Head of Customer Support

1. Context and Goals

Q1 2026 includes the General Availability (GA) launch of the **Predictive AI Workflow Trigger (PAWT)** and increased focus on the KSA regional market. The goal is to allocate specialized L2 resources to manage the expected increase in complex AI and regional compliance tickets.

2. Agent Allocation by Tier and Language

The team currently consists of 15 L1 agents and 5 L2 specialists.

Resource Pool	Total Agents	Q1 Focus Allocation (%)	Rationale
L1 Global (Arabic/English)	15	(11.25 FTE)	Handling increased P3 volume from new feature adoption.
L2 Technical Specialists	5	(3 FTE)	**Dedicated to P2/P3 core platform issues.**
L2 AI & ML Support Team	2	(2 FTE)	**Dedicated to PAWT tickets (KB-205 errors) and model configuration.**
L2 Multilingual/Compliance	1	(1 FTE)	**Dedicated to KSA regional compliance tickets and Arabic L2 escalation.**
On-Call Rotation	5	Shared	coverage for P0/P1

| (L1/L2) | | | triage. |

3. Training and Development Focus

We will allocate 10 hours per agent this quarter for mandatory training:

Training Module	Target Role	Goal
AI Failures Protocol	All L1 & L2 Agents	Standardize diagnosis and communication for PAWT issues.
Advanced SAML Troubleshooting	L2 Technical Specialists	Reduce escalation to R&D for SSO issues (KB-101).
KSA Compliance & Data Handling	L2 Multilingual Specialist	Ensure zero compliance failures in regional communication.

4. Hiring Recommendation (Urgent)

We recommend an immediate budget approval for **1 Senior L2 Technical Specialist (Bilingual Arabic/English)** to support the Q1 launch and mitigate the risk of L2 burnout from the PAWT GA launch.