

Customer Escalation Process

Consulting Cloud Preview

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1 Roles and Responsibilities

The following table details the high level roles and responsibilities of Vendor Z and the Customers involved in the Customer Escalation Process.

Role	Contact Information	Responsibility
Customers	Insert telephone number	<ul style="list-style-type: none"> Customer contacts the Service Center as the first point of contact for all IT incidents and requests. Customer should escalate an issue when the Service Call has not been actioned in accordance with the services defined within the Service Catalogue. Customer should follow the path outlined within the escalation process. To ensure quick resolution when escalating a service call, please ensure you quote the service call reference number.
Service Center	Insert telephone number	<ul style="list-style-type: none"> First point of escalation for all Vendor Z Customers. The customer should contact the Service Center and advise the Service Center Analyst if they need to escalate the call. The Service Center Analyst will escalate the call to the appropriate group in accordance with the escalation process. A follow up by the Service Center Analyst must be made to ensure resolution for all Stage 1 Escalations.
Service Center Team Leader	Insert telephone number	<ul style="list-style-type: none"> Second escalation point Develop an action to rectify the reported issue in a prompt and effective manner.
Service Support Manager	Insert telephone number	<ul style="list-style-type: none"> Third escalation point Ensure customer is provided with feedback. Track the actions taken so far and attempt to rectify to the customers satisfaction.
Account Manager	Insert telephone number	<ul style="list-style-type: none"> A fourth level escalation is considered a complaint. Ensure customer is provided with feedback. Track the actions taken so far and attempt to rectify to the customers satisfaction. Manage escalations from the CIO Office / Business Representative considered to be the dissatisfaction of any aspect of Vendor Z's services, management practices, staff behavior or processes and procedures.
Sales Director	Escalated via Customer CIO Office and Account Manager	<ul style="list-style-type: none"> A fifth level escalation is considered a Formal Complaint. Escalation from CIO to Sales Director considered being a major impact on the business. And dissatisfaction in Vendor Z's ability to resolve the outstanding issue.