Role and Job Profile: Incident Resolution Management (IRM) Agent

1. Role Specific Profile

A. Profile ID	*(ID number based on global framework)*
Version	1.0
Date of release	2019-12-04

B. Organizational Frame	
Function	Global Shared Services
Sub Function	Service Desk
Role Title	**Incident Resolution Management Agent**

C. Mission of the Role

The Incident Resolution Management Agent is responsible for the resolution of service requests and associated services issues for nominated customer/s in 'real time'. This includes proactively monitoring of open tickets to ensure achievement of contracted service levels. Post processing of service requests by documenting individual services / agreements and verification of debriefing information.

D. Reporting and Interfaces to other Roles	
Reports to	Team Manager
Direct Reports (disciplinary responsibility if applicable)	No
Matrix Reports (functional responsibility if applicable)	No

E. Key Accountabilities

Customer Relationship (external as well as internal)

- Contact point for customers in the context of specific services and escalation management.
- Proactively notify nominated customer/s or Internal stakeholders of potential issues that will impact on service performance and regular update these clients on call/Ticket/case status.
- Coordinating of the providers involved in the process on call level in cooperation with Supplier Manager.
- Act as a single point of contact for customer in terms of escalations. If required, organizes and lead/participate in a conference call to solve the issue and report progress to the customer and stakeholders.
- Reviews the performance of current delivery partners within service desk environment in cooperation with the supplier manager. Expectation is that the escalation manager acknowledges the e-mail and replies within 24 hours on a weekday to the escalation.

Operational Deliverables and Contribution

- Ticket Monitoring and Escalation Management.
- Responsible for ensuring that the set KPIs are achieved.
- Proactive open call monitoring to ensure the fulfillment of contracted SLA agreements, taking remedial action where tickets may go 'out of contract' without further attention, updating call history on the call management system, proactively updating customers about potential issues, answering requests on ticket status, etc.
- Post processing of incorrect or incomplete debriefed calls, informing all involved parties about remedial actions to prevent those "failures" in the future. Support of creating customer specific quality reports and recognition of chargeable services based on detailed debriefing data and checked against customer contract.
- Manage escalations of open tickets from customer or internal delivery units with support of involved delivery units if necessary.
- Verify debriefing of calls and if necessary collect missing information.
- Manage resolution of ticket specific service delivery issues, through route cause analysis of missed SLAs. If applicable detect recurring causes and propose specific 'get well' plans and take lead for agreed action plans.
- Driving, developing, managing and maintaining the escalation process. Involvement in handling escalated tickets and reduce WPS

Processes and Improvements

- Observe process problems at all times. Contribute for optimization of processes.
- Proactively inform Team Manager or Service Desk Operations Manager about potential problems and offer improvement suggestion if possible.

Knowledge Management

Always share (new) knowledge to colleagues. Frequently use the corporate knowledge base to find solutions and provide input for it.
Support job training to new colleagues.

F. Key Competencies

A competency is a measurable pattern of knowledge, skill(s), abilities, behaviors and other characteristics that an individual needs in order to perform work roles or occupational functions successfully. A defined competency helps to narrow down opportunities for improvement that can lead to greater accomplishments (e.g. result orientation, leadership). Please note down the key competencies.

- Critical thinking and evaluation to manage open cases end to end with various stakeholders.
- Extended strength in communication, teamwork, processes and customer orientation, especially friendly and kind behavior on the phone.
- Strong service orientation and very good understanding of processes and their interdependencies.

G. Requirements

Education

Ideally professional education in service or process oriented profession. In individual cases it is possible to assign the function to an employee, if the essential professional knowledge is acquired by work experience.

Work Experience

Minimum 2 years experiences in service and process oriented environment.

Skills / Acquired Knowledge

Experience in the following topics is essential-

- Good Understanding of the related customer processes and work environment.
- Good knowledge of and experience in using the relevant tools and procedures.
- Native Speaker quality in required local language/primary language.
- Good English language skills (written and verbal)
- Experience in using MS Office products.
- Basic ITIL skills
- Knowledge in Banking and Retail industry preferred.
- Willingness to work in shift models (24/7), based on customer requirements.

Position Title	Customer Management Executive - L1 agent
Reports To	Team Manager
Objective	The First Level Agent is responsible to provide proactive User Helpdesk Services to inbound customer service requests. This includes the usage of remote tools to analyze and resolve tickets. Answer "How do I questions" for dedicated Hardware and Software within the customer environment and perform software distribution to endpoints. Monitoring Universal Work Queue's (UWQ) - revision of assigned tasks. Creating and Updating the tickets in case of changes (cancelation, additional information). In case the customer is calling, provide the status of ticket. Handling the E-Mails with additional questions from other levels. Due to the skills, is able to solve the majority of incidents directly.
Preferred Education & Work Experience	• Technical background, e.g. education in information electronics, mechanics and/or SW skills. • In individual cases it is possible to assign the function to an employee, if the essential professional knowledge is acquired by work experience. • Entry - Min. 6 months or more experience in a call center environment is recommended. • Expert - Min. 1 year or more experience in a call center environment is recommended. **Experiences in the following topics is essential:** • Good technical knowledge in supported customer specific Hardware and SW environment. • Knowledge of customer service principles and practices. • Strength in communication, teamwork, processes and customer orientation, especially friendly and kind behaviour on the phone. • Native Speaker quality in required local language/primary language. • English language skills are additionally implied. • PC literacy, especially usage of Microsoft Office package. • Willingness to work in shift models, based on customer requirements. • Industry Knowhow preferred.
Customer Relationship (external as well as internal)	• Guide customer according to solution trees and knowledge base to solve incidents and service requests (e.g. Password resets, SW configuration, etc.). If not successful inform customer about next steps. • If necessary cancel a customer incident at customer's request or update the information in the ticket and answer on customer enquiries regarding status of request processing (e. g. Engineer Time of Arrival). • Ensure high levels of customer satisfaction with individual calls. • In dedicated cases provide briefing information to appropriate third party provider.

Operational Deliverables and Contribution	• Answer inbound customer calls, including detailed recording of the issue according to defined processes. • Check if reported incident is covered by contract and also if caller information and address details are correct, then initiate defined actions. • Transform tickets created by any Customer Service channel into the Ticket system. • Retrieve customer agreement on cost coverage, if no contract exists. • Identify and escalate situations requiring urgent attention. • Inform Line Manager or dedicated IRM team in case of customer escalations. • Provide detailed information on all performed activities to next appropriate level according to process definition. If incident is solved log all required debriefing information in the ticket according to process definition (incl. usage of service coder). In dedicated cases enter debriefing information from field services. • Responsible for ensuring that the set KPIs are achieved. • To update the call management system accurately and efficiently with call details, actions taken and resolution. • To proactively monitor systems in order to pre-empt customer issues and calls. • To ensure high levels of customer satisfaction with individual calls.
Processes and Improvements	N/A
Knowledge Management / Training	• Usage of available solution trees and Knowledge base to resolve tickets and advise customer on appropriate actions on the phone. • Usage of remote tools (where applicable) to analyze and resolve tickets. • Answer “How do I Questions” for Hardware and Software in the customer environment. • Enter correct spare part proposal by using individual product configuration details. • If not successful in solving the ticket, forward to the next appropriate level. • Provision of added value services during non-peak times.

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