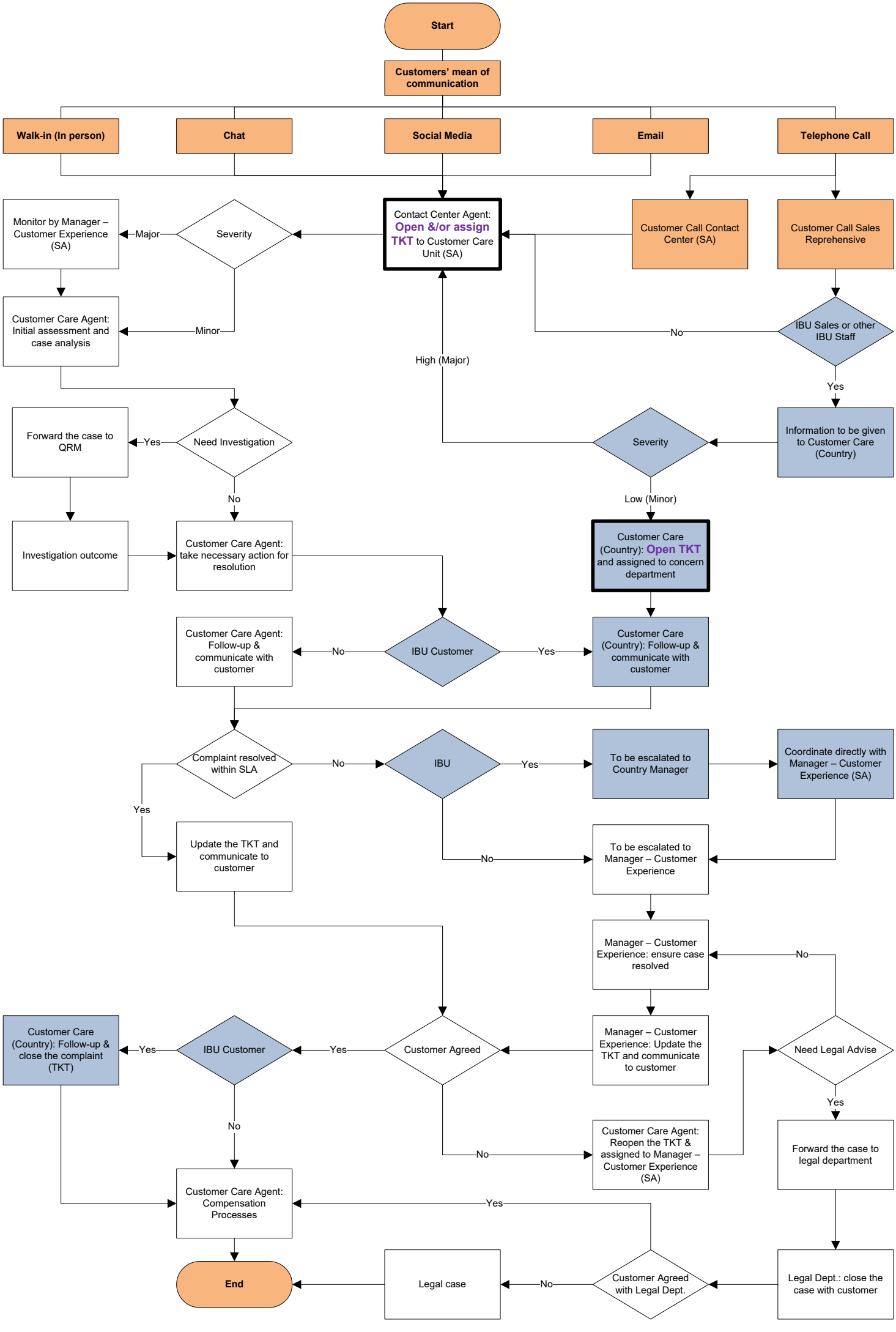
Start
Customers' mean of communication
Walk-in (In person)
Chat
Social Media
Email
Telephone Call
Contact Center Agent: Open &/or assign TKT to Customer Care Unit (SA)
Customer Call Contact Center (SA)
Customer Call Sales Reprehensive
Monitor by Manager – Customer Experience (SA)
Major
Severity
Minor
Customer Care Agent: Initial assessment and case analysis
IBU Sales or other IBU Staff
No
Yes
High (Major)
Forward the case to QRM
Yes
Need Investigation
No
Severity
Information to be given to Customer Care (Country)
Low (Minor)
Investigation outcome
Customer Care Agent: take necessary action for resolution
Customer Care (Country): Open TKT and assigned to concern department
Customer Care Agent: Follow-up & communicate with customer
No
IBU Customer
Yes
Customer Care (Country): Follow-up & communicate with customer
Complaint resolved within SLA
No
IBU
Yes
To be escalated to Country Manager
Coordinate directly with Manager – Customer Experience (SA)
Yes
Update the TKT and communicate to customer
No
To be escalated to Manager – Customer Experience
Manager – Customer Experience: ensure case resolved
No
Customer Care (Country): Follow-up & close the complaint (TKT)
Yes
IBU Customer
Yes
Customer Agreed
Manager – Customer Experience: Update the TKT and communicate to customer
Need Legal Advise
Yes
No
Customer Care Agent: Reopen the TKT & assigned to Manager – Customer Experience (SA)
Forward the case to legal department
Customer Care Agent: Compensation Processes
Yes
End
Legal case
No
Customer Agreed with Legal Dept.
Legal Dept.: close the case with customer