



# SERVICE DESCRIPTION FOR CUSTOMER SUPPORT

## Simple Service Description for Customer Support

In customer service it is important to set the expectations for the customer. Some of the bad experiences customers have, can be just because they expected something different than your team has been prepared to offer.

Having a service description about the customer support, can help in this. The information about what kind of support you offer can be added to the contract you do with the client as its own paragraph. Or a longer version of it can be attached to the contract as an attachment, or published online on your website.

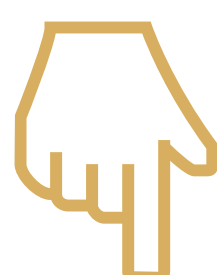
A good template for a simple service/product contains the following information:

- Is there a need to order support separately?
- Who are eligible for receiving support?
- What kind of support is provided? Do you offer solutions/how to- support? Or only support when your service does not work?
- How fast you usually provide first response?
- Opening hours of your support
- Supported languages
- Available channels for support
- How the quality is measured?
- Training needs

If you have setup your customer support values, you can add information about those as well! Being transparent to your customers of what kind of support you are aiming to provide, can add a nice extra touch.

You can use the template below to build your own description to help to set the expectations! Just replace all words written in **yellow** :)

You can also copy content from the **Google docs**.



## Acme Ltd Support Service Description

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We provide support for our customers to submit feedback and request help in relation to the service. There is no need to order any support plan. As a **Acme Ltd** customer, support is available to you automatically upon signing up and receiving your credentials to **Acme Platform**.

We respond to all customer contacts as soon as possible. The entire support process is recorded and tracked in our IT systems to ensure that each of the service requests raised by our customers is handled in a timely and efficient manner.

### RESPONSE TIMES

First response from support is usually sent within **8** business hours. First response contains a clarification of the scope of the request, request for further details, or a solution if possible. In cases where your request was escalated to our product department for further investigation, we will let you know.

### SUPPORT AVAILABILITY

Support is provided in **English, German and Finnish** during normal office hours (excluding **German** Bank Holidays). Support is available **09:00 - 17:00 (EET)**.

Outside these business hours we provide support for critical issues. The contact method for support requests outside business hours is only by telephone at the following number: **+49 011111111**

Examples of critical issues that are eligible for support outside business hours:

- Acme page does not open
- Acme log in fails
- Cannot download projects from Acme

Please note that if the troubleshooting phase it turns out that the issue is on local computer/local network, we are not responsible for resolving the issue but we can direct you to a third party support service.

## CONTACT METHODS

We strive to make it as easy, fast and comfortable as possible to contact us for support.

**Self-service:** Our online Support Center provides you with a wealth of information, like user guides, and is always available right in the **Acme** user interface, whenever you need it.

**Chat:** The Chat function is available for you in **Acme**. Even if you write us outside business hours, your request is tracked and we'll come back to you on the next business day and keep you updated about the progress of your request.

**E-mail:** You can always contact us via e-mail. You can do that directly from the chat box or from your mail client by sending your request to **support@domain.com**.

## QUALITY OF THE SUPPORT

We are committed to providing a high standard of support for you. Because we want to continuously improve our support, after your contact with us, we ask for quick feedback on whether you were happy with the support you received.

The quality of our support service is monitored in a number of ways:

- Satisfaction surveys are attached to each response
- Internal SLA targets
- Random checks to measure our support team`s soft skills and technical know-how

## TRAINING

Not familiar with **Acme** usage and feeling unsure? We can help. Contact **sales@domain.com** to sign up for a training session with our team!

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### **Following paragraph can be added to the contract with the client:**

SLA - Technical Support

Provider will offer technical support to it's users at no extra charge by e-mail during the hours of **9 a.m. to 5 p.m.**, Monday through Friday **EET** (excluding **German** Bank Holidays).

Provider will usually send its first response within **8** business hours. The first response contains a clarification of the scope of the request, request for further details, or solution if possible.