

FRONTLINE TECHNICAL SUPPORT TIER DEFINITIONS

Tier 0

Tier 0 (or catch and throw) generally consists of basic information gathering and determining the priority or urgency of a customer's issues. The issue is then promptly escalated to the client for a resolution. It can also be used to help users to access and resolve information on their own. Agents at this level typically have little to no understanding of the product or the issue surrounding it and are responsible only for ensuring issues are escalated according to the client's needs.

Tier 1

Tier I (or Level 1, abbreviated as T1 or L1) is the initial support level responsible for basic customer issues. The first job of a Tier I agent is to gather the customer's information and to determine the customer's issue by analyzing the symptoms and figuring out the underlying problem. When analyzing the symptoms, it is important for the agent to identify what the customer is trying to accomplish so that time is not wasted on "attempting to solve a symptom instead of a problem." This level should gather as much information as possible from the end user. The information could be computer system name, screen name or report name, error or warning message displayed on the screen, any logs files, screen shots, any data used by the end user or any sequence of steps used by the end user, etc. This information needs to be recorded into the Frontline Connect case and is useful to analyze the symptoms to define the problem or issue. Once identification of the underlying problem is established, the agent can begin sorting through the possible solutions available. Support agents in this group typically handle straightforward and simple problems utilizing the guided processes within Frontline Connect. Agents at this level have a basic to general understanding of the product or service and may not always have the competency required for solving complex issues. Nevertheless, the goal for this group is to handle 70%-80% of the user problems before finding it necessary to escalate the case to the client.

Tier 2

Tier II (or Level 2, abbreviated as T2 or L2) is a more in-depth technical support level than Tier I and therefore costs more as the agents are more experienced and knowledgeable on a particular product or service. It is synonymous with level 2 support, support line 2, administrative level support, and various other headings denoting advanced technical skills and analysis methods. Agents at this level of knowledge are capable of thinking outside of the guided processes and of investigating elevated issues by confirming the validity of the problem and finding solutions to more complex issues. In addition to the Tier 1 skills, agents at this level typically have advanced knowledge of home networking, router setup, email setup, and command line networking tools.