

Sample Support Career Advancement Formula

Hero (Support rep) - Everyone starts here. Default status

- Supports our customers via Phone, Email, and Chat
- Interacts and troubleshoots technical problems to provide a high level of customer satisfaction (measured by customer feedback)
- Ensures that issues are resolved and questions answered in a timely fashion
- Escalates urgent problems requiring more in-depth knowledge to appropriate internal resources
- Relies on experience and judgment to plan and accomplish goals set by the company Works under general supervision, reporting to the appropriate team lead of customer support
- Exercises creativity and latitude in daily decision making
- Good attendance, low percentage of unplanned absences or tardies
- Writes love notes to customers
- at the 1 year mark, if the hero has passed the 6 month competency exam, they can WFH 2 days per month

Superhero (Advanced Support Technician) - Can WFH 4 days per month

- Does all the things a hero would do, and...
- Creates workaround solutions when standard solutions fail
- Develops familiarity with standard concepts, practices, and procedures in the survey world Integrations Proficient - Can identify at least 3 tickets they have solved regarding an integration (SF/ET/HTTP connect). They can talk through what the problem was, and how they fixed it. Knows when to suggest HTTP Connect as an option
- Basic Custom Scripting/Javascript - Can identify at least 3 tickets where they successfully helped a customer using one or the other.
- Basic CSS/HTML - Can manipulate a theme, and make it their own. (e.g. Add a second Header logo, Make a scrolling terms and conditions box)
- API - Can demonstrate how to use an API call (Delete a question, Authenticate, pull survey list etc.) Can Identify 3 tickets they helped answer an API question successfully. Call/Ticket/Chat Volume - On par with expected volume (see: "How to succeed in support") Can Identify 3 internal or external documents they created to help the team/customers Has passed the 6 month competency exam
- Participates in strategic initiatives to improve the department (provide examples please!) 24+ months

Senior Superhero (Senior Support Technician and Mentor) - Can WFH 6 days per month

- Integrations Expert - Has demonstrated an ability to handle integrations escalations (doesn't just solve these problems on their own, but has helped others do so)
- Custom Scripting/Javascript - Advanced customization knowledge - Has added workarounds to confessions
- CSS - can take escalations
- API - can take escalations
- Can QA with minimal assistance
- Leads/Participates in strategic initiatives to help improve the department Liason with other departments
- Call/Ticket Volume - On par with expected volume
- 36+ months