

**Functional Area: Product & Service Life Cycle (Products / Services Maintenance)**

1. Title	Contact customers for the maintenance services mainly corporate accounts	
2. Code	ITCSPL427A	
3. Range	This UoC applies to all actions and tasks related to keeping in touch with corporate customers for all maintenance services related issues. This is one of job steps for "Customer Retaining".	
4. Level	4	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Contact customers for the maintenance services mainly corporate accounts</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Fully understand that keeping in close contact with customers is extremely essential in customer relationship management</li> <li>● Fully comprehend that provision of satisfactory product / service maintenance services is one of the key elements in keeping customer loyalty</li> <li>● Demonstrate an in-depth understanding the differences in nature and requirements between individual customer accounts and corporate accounts, and the latter usually demands for distinct and specially tailored services</li> <li>● Understand the significant influences to the company in financial or image aspects if major corporate accounts can be handled successfully or unsatisfactorily</li> <li>● Be aware of the further possibilities in re-deployment of human and other input resources to cater for changes in volume and level of product / service maintenance services demanded by those corporate accounts</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Solicit and allocate sufficient resources to maintain the relationship with customers, especially those corporate accounts</li> <li>● Designate account manager for each corporate customer and serves as first point of contact for all customer communication, including provision of product / service maintenance services</li> <li>● Properly deploy existing monitoring mechanism to record all customer maintenance services related events, with additional resource for corporate accounts if necessary</li> <li>● Always cater for the objective of long term relationship with customers, which is especially important for corporate customers</li> <li>● Arrange periodic review and progress meetings with corporate customers regarding maintenance services, and follow up any requests or proposals from customers promptly</li> <li>● In case all or part of the maintenance services are outsourced, take necessary measures to guarantee their services will stick to all requirements as own employees</li> <li>● Exercise good anticipation skill to sense and capture further preferences of corporate customers, and make the necessary arrangement in advance</li> </ul>

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always give high priority the interest of corporate customers, while strike a balance with say other customers and the company itself</li> <li>● Always ensure all participating employees / outsourcers will contribute their greatest effort in providing customer maintenance services</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <li>i. successfully get connected with all major corporate accounts</li> <li>ii. ensure customers' long term satisfaction with the product / service maintenance and / or other services they receive</li> </ol>
Remark	