



SERVICE LEVEL AGREEMENT (TEMPLATE)

FOR

ABC COMPANY

<DATE>

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SECTION 1 - WHAT IS A SERVICE LEVEL AGREEMENT (SLA)?

1.1 SLA DEFINED

Document who the SLA is between and what is the purpose of the SLA. Most SLA's are an agreement that sets forth the policies, procedures, and service levels that the support center has committed to follow and deliver to ABC Company. This section should also define who will manage the SLA and where the information pertaining to the SLA can be found.

SLA Period:	<p>State the start and end dates that the SLA will be in affect. Typically an SLA is established for six or twelve months.</p> <p>An option you may want to consider is stating that during the first 90 days of the SLA the service levels will be goals. This will allow the support center to benchmark the service levels and modify if necessary.</p>
Parties Involved:	Support Center; ABC Company Corporate Offices

SECTION 2 - CONTRACT TIMEFRAME

2.1 TIMEFRAMES

SLA Period: Date the SLA is active

PARTIES INVOLVED: ABC Company and Support Center

Support Center Representative

Support Center Representative Signature

Title

Print Name

Date

ABC Company Representative

ABC Company Representative Signature (Add more
signatures lines if needed)

Title

Print Name

Date

SECTION 3 - CONTRACT CHANGES

3.1 CHANGE NEEDED

The following signifies a change to the terms within this document after the date noted in Section 2 - Contract Timeframe

Please note changes below, sign and date the Signatures section. This section may be duplicated for additional changes.

Section/Page of Change	Description of Change	Party Initiating Change

3.2 SIGNATURES

Support Center Representative (HDI)

Support Center Representative Signature

Title

Print Name

Date

ABC Company Representative

ABC Company Representative Signature (Add more signatures lines if needed)

Title

Print Name

Date

SECTION 4 - SLA TERMS DEFINED

Define specific SLA terms so customers, professionals and level two support all have a common definition of the term. Some standard terms have been provided; additional ones may need to be added.

4.1 AUTOMATED CALL DISTRIBUTION (ACD)

4.2 INCIDENT

4.3 INCIDENT MANAGEMENT SYSTEM

4.4 SUPPORT CENTER ANALYST

A support professional should be formally trained and certified in supporting customers via phone, email or automated support methods. Professionals have been tested to ensure they can provide a high level of customer service and meet the requirements of the job.

4.5 CLOSED INCIDENT

4.6 CUSTOMER

4.7 EMAIL REQUEST

4.8 ESCALATED

4.9 FIRST CONTACT RESOLUTION™

Resolution of an issue or request by a support center professional working in the support center during initial contact with the ABC Company customer.

4.10 LEVEL TWO SUPPORT RESOURCES

4.11 KNOWLEDGE BASE

4.12 NOTIFICATION

4.13 OPERATING LEVEL AGREEMENT (OLA)

4.14 OPEN INCIDENT

4.15 PENDING

4.16 RESOLVED INCIDENT

4.17 RESOLUTION TIME

4.18 RESPONSE TIME

4.19 ROUTING

4.20 SEVERITY LEVEL

4.21 SUPPORT CENTER

4.22 TOTAL CONTACT OWNERSHIP™

A practice that ensures the support center professional is ultimately responsible for customer satisfaction. The support center professional logs the incident and remains the person responsible for making sure the issue/request is resolved and the customer is satisfied with the resolution.

SECTION 5 – SUPPORT CENTER SERVICES

5.1 SUPPORT CENTER OVERVIEW

Provide information that states why the support center exists, how they support customers, where the support center is located, and the purpose of the support center. The support center vision and strategy statement could be added.

5.2 HOURS OF OPERATION

Provide details on the hours of support, which should include the specific time zone, days of the week, and if after-hours support is provided let the customers know how to obtain this service.

5.3 ABC COMPANY LEVEL TWO SUPPORT RESOURCES

Provide an overview of the level two support groups that will be providing support to the support center. Indicate whether these groups will be using the incident management system to receive escalated incidents. Then, list out the individual support groups along with a statement as to their responsibilities for managing their open incidents. Note in the SLA that the details on what each of these groups will be responsible for will be listed in the Operating Level Agreement.

Listed below are the ABC Company level two support groups:

• ABC_1	• ABC_2
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5.4 ESCALATION PROCEDURES

Outline the escalation or notification steps that occur to inform the level two support groups they have open incidents assigned to their incident management group ID. Mention that the details of the escalation procedure will be documented in the Operating Level Agreement.

5.5 EMAIL SUBMITTED REQUEST

If your support center supports email submitted requests, provide the details of providing this support in this section. List the hours that email request are supported, what the response time will be and what types of requests the customer can submit through email. Provide details as to what information the customer should provide in the email if an online incident management form is not available.

5.6 WHAT IS SUPPORTED

This section provides the details as to what products and services the support center supports. List them out and if you desire provide the versions of the software that are supported. Document in this section if support is limited in any way, and example is that the support center may not provide support on “How to” questions on desktop software. If the support center provides support on proprietary business applications or systems then list them and provide details as to what specific actions the support center professionals will take to resolve the problem.

5.7 SEVERITY LEVELS DEFINED

Outline the purpose of creating Severity Levels and complete a Severity Level Matrix that provides the details for each severity. Severity can be described in three, four or five levels. In the Example section provide actual examples of each of the severity levels so customers and support center professionals clearly understand the different severity levels. Include response and resolution times for each severity level. Explain the purpose for having response and resolution times for each severity level.

Severity	Description	Examples	Response Time	Resolution Time

5.8 RESPONSE TIME

Explain the purpose of response time and what is the expectation of level two resources responding to customers. Response time is updating the customer on their specific incident and setting their expectation.

5.9 RESOLUTION TIME

Document the purpose of establishing a resolution time for each severity level. Define when resolution time starts.

5.10 PRIORITIZING SEVERITY LEVELS

Explain the process for assigning severity levels, how impact to the business is considered, specific information that is needed from the customer.

Use the outline below to provide specific information about each severity level.

Severity Level One

Definition:

Examples: Desktop
Network
Applications

Severity Level Two

Definition:

Examples: Desktop
Network
Applications

And so on with the remaining severity levels.

5.11 BEHAVIOR

Define the expected behavior of your support center professionals during interaction with customers and with peers. Also, outline the expected behavior of customers toward the professionals. Outline the process if all parties do not adhere to these requirements.

5.12 INCIDENT CLOSURE

Define the process used by support center professionals to close a incident. If Total Contact Ownership is practiced then outline the specific steps the professional must take before closing a incident.

5.13 STANDARD CALL SCRIPTS

Outline the business reason for using call scripts for opening the call, closing the call, transferring the call, placing the call on hold and conferencing the call. Professionals should take control of the call with the opening call script by specifically asking the customer for their name and other information needed to begin documenting the call. Include the actual scripts in this section.

SECTION 6 - SERVICE LEVELS AND GUIDELINES

6.1 SERVICE LEVELS AND GUIDELINES DEFINED

Provide an overview of what the service levels are based on, whom they were negotiated between, and how they will be measured and distributed.

Then, list the various service levels that will be measured and provide an overview of the service level.

Additional service levels can be added, such as Customer Satisfaction, email and voice mail response.

6.1.1 AVERAGE SPEED OF ANSWER

The average amount of time a customer waits in queue before connecting to a support center professional.

- 📖 The ABC Company Support Center will answer XX% of all calls within XX seconds or less.

6.1.2 AVERAGE CALLS ANSWER

The percentage of calls that are logged by the ACD system that is not abandoned and is answered before being transferred into voicemail.

- 📖 The ABC Company Support Center will maintain an answer rate of at least XX%.

6.1.3 FIRST CONTACT RESOLUTION

The First Contact Resolution is when a phone issue is resolved within the first contact initiated by the customer.




- 📖 The First Contact Resolution rate will be XX% of the total call volume for each month.

SECTION 7 - ADDITIONAL SERVICES

7.1 REPORTS

- 7.1.1 Provide a list and description of reports available to the ABC Company and the method required to access them. See sample format below.

Reports

 MorningReport	Summary of the calls for the previous day. Includes total calls, average speed of answer, average abandon, average talk time, total incidents logged, open and closed, activities by severity.
 Weekly Individual Statistics Master	Individual ACD statistics including <CONTACT MANAGEMENT SYSTEM> statistics.
 Monthly SLA Report	Individual SLA service levels reported

7.2 MEETINGS

- 7.2.1 Provide an overview of any monthly SLA meetings that may be scheduled. Identify the topic of the meeting, frequency, meeting agenda, and attendees.

Business Review

Frequency

Meeting Agenda

ABC Company Representative
