



Service Account Manager

Providing fast, specialized support services.



The Service Account Manager (SAM) is a dedicated support engineer, trained to know your solution inside and out. Our experts are among the most skilled in the industry and will help you minimize call routing failures, reduce performance incidents and keep your business running smoothly. The SAM will have a full understanding of your solution and how you do business. They will assess and advise you on ways to mitigate risk, and look for opportunities for you to utilize technology to its full potential.

The SAM will be your direct link into the Spanlink support service group and will work inside of Spanlink to facilitate additional services and needs for you and your business. These additional services can include Post Deployment Assessments (PDA), Voice Readiness Assessments (VRA), Self Service Assessments (SSA) and any other current or future function that will promote stability and availability of your solution.

Your Service Account Manager will be responsible for the following:

- Lead resource for all high severity cases
- Ensuring current software version levels per the Spanlink Lifespan methodology
 - > Service Releases (SR) quarterly
 - > Engineering Specials (ES) (if applicable)
- Long term upgrade paths
- Software release stability mitigation
- Monthly “wellness” meeting to review the following:
 - > Incidents worked during that month
 - > Lifecycle of current software levels
 - > Dialog on potential or proposed changes to the solution (risks, enhancements, strengths)
 - > SolutionWatch findings and trends
- Delivering quarterly system audits



For More Information

If you have any questions regarding the Service Account Manager, please contact your Spanlink Account Manager through SpeechConnect at 763-971-2001, and ask for them by name. If you do not have a Spanlink Account Manager, please contact us at 763-971-2000, and we will direct your call appropriately.