

ICSS INTERNAL STAKEHOLDER EVIDENCE GUIDE

Customer Service Institute of Australia Pty Ltd ABN 31 609 812 919 Level 2, 383 George Street Sydney NSW 2000 t 1300 912 700 e <u>info@csia.com.au</u> w <u>csia.com.au</u> This guide supports organisations preparing for Certification to the International Customer Service Standard (ICSS).

Each ICSS element requires commentary and evidence from within the organisation, and this guide indicates which departments and / or roles are most likely to own the relevant information for each element.

This document is designed to be general in guidance in acknowledgement that every organisation is unique in their structure, departments and roles.

The guide is structured to display the relevant information by element and by department / roles for quick reference.



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CS Manager CX Manager	2.2	• CXO	
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Contact Centre Manager		CX Manager	
		Contact Centre Manager	



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	CCO CCO	
	• CXO	
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4.1	CX Manager	
	Contact Centre Manager	
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	Finance & Procurement	
	• CFO	
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	• CXO	
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	CX ManagerContact Centre Manager	
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	• CEO • CPO	
6.1	Operations	
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	Customer Experience
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	• CXO
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	Human Resources
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	HR Manager
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	HR Manager
	Human Resources
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8.2	Human Resources
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	IT Management
9.1	• CIO
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• CPO	5.1
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IT Manager	

