

Customer Service - Capability Sheet

Version v1.0 | 2026-07-24 | Managed deployment review

Public summary for evaluation. It is not an executed agreement, a warranty, or a certification. Final scope, controls, residency, and terms are defined in your order form, data-processing agreement, and counsel-reviewed contract, which control over this document.

01

What this department is for

Organise intake, response preparation, ownership, escalation, and learning. It is a specialist workbench operated through Jueni Biashara AI: it prepares the work, keeps the source and next move visible, and sends decisions that carry weight to the people responsible.

02

Best for

Questions, support requests, complaints, commitments, and feedback-to-improvement loops.

03

What it prepares

- Triage and response drafts
- Escalation and ownership queues
- Issue pattern summaries

04

What it needs from you

- Support policy
- Service facts
- Escalation authority

05

What changes

- Clear response ownership
- Visible unresolved commitments
- Feedback linked to improvement

06

Human authority stays with you

Compensation, legal admissions, sensitive account actions, and consequential customer commitments require authorised staff.

07

Deployment status

Managed deployment review. Installation follows a scoped deployment contract - isolation, credentials, tools, storage, logs, updates, rollback, support ownership, representative validation, and acceptance review - before any live business system is touched.