

Organization	Level	Common Names	Description
Product Engineering	Product Engineer	Sustaining Engineer Bug/fix group	The Sustaining Engineer is responsible for researching and resolving problems escalated customer tickets as well as development changes. The Engineers will be required to interface with other team members and customers. Sustaining Engineering will be an escalation point for Technical Support and Project Services.
Technical Support Department	Level 3	Sr. Technical Support Engineer	This group is made up of senior support staff which interfaces with both the level 1 and 2 support group and the engineering organization (this can be the sustaining engineering/bug fix group or directly with engineering). This team works on escalations and cases that need a higher level of expertise than the level 2 team possess.
	Level 2	Technical Support Engineer	This group is responsible for customer service, troubleshooting, and assisting others with technical solutions. They have many years of experience and may train new team members, develop written knowledge base content. They will work complex technical issues that lower-level analysts may not be able to solve as well as being a team leader for mentoring and an escalation point.
	Level 1	Customer Support Engineer	This is your typical break/fix technical support department. This team does all product troubleshooting, how to questions, install/configuration, type problems. Level 1 can typically address 85-90% of all issues that come to them. The 10-15% of the problems they don't resolve are typically defect related or extremely complex/technical issues. The amount and type of incidents this group receives depends on how much the level 0 team and partners handle. This group escalates issues they cannot resolve to Level 2.
Call Center / Customer Service Group	Level 0	Call center agent	The level 0 group is typically used for non-technical type questions. You can think of this as more of a customer service group. Some organizations use this group as the starting point for all calls. Others find a way to direct the calls and cases to the correct groups using automation. This level primarily does not troubleshoot product problems but may perform a basic triage at some member companies