

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Customer Service and Support Leaders Team: Advisor Team Member (GCSSLTL)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

Gartner for Customer Service & Support Leaders Team: Advisor Team Member is for senior customer service and support leaders. The Service provides client with an ongoing advisory relationship with research experts, and access to research covering the customer service and support sector and specific customer service and support roles.

## Service Benefits

- Actionable, objective insight from Gartner analysts
- Build effective customer-centric strategies
- Helps deliver high-quality service experiences.
- Advice to deliver additional value to customers
- Bridge the gap between technology and talent
- Cut through the information overload and make better decisions
- Access proven management and technology research at any time
- Make confident decisions using Gartner benchmarks and diagnostics
- Connect directly with peers
- Digital executive guidance, insights and skills transfer

## Service Features

- Gartner Research for Customer Service and Support Roles
- Functional Diagnostics
- Peer & Practitioner Research
- Tools and Templates
- Relevant IT Research and Related Content
- Webinars
- Peer Experiences
- Analyst Inquiry

## Invoicing

- The service is provided to one licensed user for a period of twelve months
- All invoices are payable net 30 days from date of invoice

## Full List of Service Features

- Gartner research for customer service and support roles — Tech research for customer service and support.
- Individual Analyst Inquiry — Inquiry sessions of up to 30 minutes with a research advisor which may be scheduled independent of other Team Members and which may also be used to request reviews of business-related documents or contracts, e.g., an IT outsourcing contract of up to twenty (20) pages max per contract, including attachments.

- **Team Inquiry** — The Team Leader must schedule and attend the Team Inquiry sessions which are up to 30 minutes. Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda.
- **Customer service and support functional diagnostics** — Tools to diagnose current state of the function or roles.
- **Peer & Practitioner Research** — Includes peer benchmarks, best practices, case studies, tools, and templates
- **Webinar** — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners.
- **Peer Community** — The Peer Community online forum provides gartner.com access to virtual discussions of common issues among peers.

## **Additional Terms & Conditions**

- This Service requires the separate purchase of a Customer Service & Support Leaders Team Leader Service.
- Participation in inquiry sessions with a research advisor "Analyst Inquiry" is limited to the Licensed User(s) and the research advisors only (i.e., non-users, either inside or outside of the Client company, may not attend or otherwise participate on the call).
- Use of the Service is governed by the Gartner Usage Policy and the Gartner Copyright and Quote Policy, which are accessible on the Policies section of gartner.com.