

## Workforce Central

# Kronos Technical Account Manager

## Your single point of contact for technical support expertise

The Technical Account Manager (TAM) is a senior-level technical resource assigned directly to your account, providing technical support expertise gained through years of experience supporting Kronos® products and working in the software industry.

### Among the services they provide:

- Facilitate rapid case resolution to maximise system availability and efficient business operations
- Offer insight into support issues experienced by other Kronos customers, helping you avoid the same situations
- Serve as your internal Kronos advocate, representing your interests so that your unique needs are met
- Conduct regular status calls to review issues lists
- Work with your team to keep the Kronos environment set for optimum efficiency

### Frequently asked questions

**Q: Does the TAM support other clients?**

A: TAMs are dedicated resources for the customer, but not exclusive.

**Q: How many customers does a TAM support?**

A: A typical TAM supports five Kronos customers.

**Q: If I don't want to use the Kronos standard remote access tool (GoToAssist), will the TAM use our preferred method for remote access to our system?**

A: Yes, this is another feature of the Premium Plus service. We support whatever method of remote access you require.

**Q: Do I contact standard Global Support if my TAM is out?**

A: No. Every customer with a primary TAM is assigned a back-up TAM. Your back-up TAM will be familiar with your environment and well-positioned to assist during those times when your primary TAM is unavailable.

**Q: How many contacts can I designate to work with my TAM?**

A: You may have five contacts from within your organisation.



## The advantages of a TAM

**» YOU CAN LOG SUPPORT ISSUES VIA YOUR PREFERRED METHOD:**

- Email or call your TAM directly
- Log tickets via our Kronos Community (Case Management)
- Your TAM is notified of incoming support tickets as soon as they are logged into the Kronos system

**» YOUR TEAM HAS TO EXPLAIN TECHNICAL ISSUES ONLY ONCE:**

- No need to work through different tiers of support teams
- Additional technical resources will be brought in to resolve the issue as needed
- Your TAM gets to know you and your business so they are one step ahead of the problem-resolution process