



RACI chart template for customer service

Date: _____

	CS Representative Name:	CS Representative Name:	CS Representative Name:	CS Manager Name:	CS Specialist Name:	Client Relationship Manager Name:
Answer customer queries and concerns about products and/or service						
Process orders and transactions						
Resolve troubleshooting						
Handle complaints						
Customer outreach						



Respond to reviews						
Collect feedback						
Handle administrative tasks						
Online chat						
Social media support						

Notes:

R-Responsible A-Accountable C-Consulted I-Informed

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