

Talent Taxonomy Definitions List

Please refer to the following glossary to understand how talent is classified within each Domain and Function.

You may not have access to some Domains or Functions based on your account settings. To request additional access, please reach out to TNSupport@gartner.com.

Domains

| DOMAIN | DEFINITION |
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| AEROSPACE ENGINEERING | This Domain includes talent involved in stages starting from the design, testing, compliance verification to Aerospace Standards, and final assembly of aerospace products and parts. |
| BEAUTY AND COSMETICS | This Domain includes talent associated within Research & Development of beauty and cosmetic products. |
| BUSINESS SUPPORT FUNCTIONS | This Domain includes talent engaged in the support activities of organizations across all industries. |
| CLINICAL DEVELOPMENT | This Domain includes talent working for companies involved in post pre-clinical development phase involving clinical trials, regulations, and port approval research and monitoring. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | This Domain includes the talent involved in Consumer Healthcare Product Development, Biotechnology, Deficiency Study, Food Grading, Food Processing and Production, Nutrient Study, and Nutrient and Food Testing. |
| CONTACT CENTER | This Domain includes talent working for companies involved in voice and non-voice based after sales support, billing support, inbound telesales, outbound telesales, procurement and remote support processing across all industries. |
| DIGITAL MARKETING | This Domain's talent pool uses digital channels to promote or market products and services to consumers and businesses. |
| ELECTRICAL ENGINEERING | This Domain consists of engineers involved in the research, design, development, and testing of electrical equipment, components, or systems. |
| FINANCIAL SERVICES | This Domain includes talent working for companies who assess financial operations for their Clients. It does not include talent focused on in-house/captive financial activities. |
| HARDWARE PRODUCT DEVELOPMENT | This Domain consists of computer engineers who are involved in the research, design, development, and testing of microprocessors, microcontrollers and other very large scale integrated circuits. It also includes talent involved in network design, planning, and modeling. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | This Domain includes talent involved in the nursing, laboratory, and hospital administration of an entire medical facility, a specific clinical area or department, or a medical practice for a group of physicians. It does not include Physicians and Surgeons. |

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| HEALTHCARE SERVICES - PHYSICIANS AND SURGEONS | This Domain includes healthcare practitioners who diagnose and treat injuries or illnesses. It includes dentists, psychiatrists, surgeons, physicians, and veterinarians. |
| INDUSTRIAL ENGINEERING | This Domain consists of skilled employees involved in the different aspects of efficiency enhancement within both manufacturing and non-manufacturing organizations. |
| INSURANCE | This Domain contains talent from companies which develop and manage insurance products and services, including insurance companies that provide both B2B and B2C products and services. |
| INVESTMENT BANKING | This Domain includes talent from companies which provide financial investment services such as Trading, Investment Management, Treasury, Strategy and Development for individuals and corporations/organizations. |
| IT SERVICES | This Domain includes talent from companies that provide software application and maintenance, infrastructure management, storage, and other technology support services to their clients. |
| MANUFACTURING | This Domain includes talent from companies that are engaged in the mechanical, physical, or chemical transformation of materials, substances, or components into new products. |
| MECHANICAL ENGINEERING | This Domain consists of skilled employees involved in the various stages of mechanical devices manufacturing from design, testing, compliance verification to manufacturing. |
| MEDICAL DEVICES ENGINEERING | This Domain consists of skilled employees involved in the various stages such as research, design, testing, documentation, and compliance adherence related to the development of medical devices used primarily by health care professionals. It does not include talent pool involved in the manufacturing of Medical devices. |
| OIL AND GAS | This Domain includes all the employees who are involved in the global processes of exploration, extraction/drilling, and refining of oil and gas. |
| PRE-CLINICAL DEVELOPMENT | This Domain includes talent involved in the pre-clinical research and assessment of various parameters of drug development such as safety, toxicity, pharmacokinetics, and metabolism prior to clinical trials. |
| RETAIL | This Domain includes talent from companies engaged in the development and management of retail stores and outlets. This excludes the talent focused on sale of retail products and services. |
| RETAIL BANKING | This Domain includes talent from companies that provide financial banking products and services to both individuals and corporations/organizations. |
| SALES | This Domain includes talent from companies primarily focused on Sale of various products and services to both individuals and corporations/organizations. It also includes talent focused on sale of in-house products and services. |
| SOFTWARE PRODUCT DEVELOPMENT | This Domain includes talent from companies that are involved in the development of software products licensed to customers/clients. It also includes talent from captive centers that build software products intended for exclusive use of their organization. |
| TECHNICAL SUPPORT | This Domain contains talent that offers services to their own organization or other companies by providing assistance to users of technology products. Technical Support activities are centered on troubleshooting specific problems with computer or electronic products. |

Functions

| DOMAIN | FUNCTION | FUNCTION DEFINITION |
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| AEROSPACE ENGINEERING | Aerospace Compliance and Regulatory | This Function consists of talent involved in securing product certifications in Aerospace. They coordinate all permits, licenses, approvals, notifications and consents from the applicable regulatory parties during all phases of the project. |
| AEROSPACE ENGINEERING | Aerospace Engineering and Design | This Function consists of talent that is involved in the design of aircraft, spacecraft, helicopters, and satellites. |
| AEROSPACE ENGINEERING | Aerospace Maintenance, Repair and Overhaul (MRO) | This Function consists of talent that is involved in maintenance, repair and overhaul of Aircraft, Spacecraft and allied parts. It is commonly known as the MRO Industry. |
| AEROSPACE ENGINEERING | Aerospace Products and Parts Assembly | This Function consists of the talent involved in the assembly of aerospace products and parts. |
| AEROSPACE ENGINEERING | Aerospace Quality and Reliability Testing | This Function consists of the talent involved in the testing process of aircraft and spacecraft product and parts before they apply for the certification process. |
| AEROSPACE ENGINEERING | Aerospace Software and Frameworks | This Function consists of talent which uses specialized aerospace software analysis tools and software products such as Trajectory Planner, Rocket Engine Transient Simulations (ROCETS), etc. |
| AEROSPACE ENGINEERING | Aerospace Stress Analysis | This Function consists of the talent involved in the experimental calculations for various parameters of the aircraft relating to aircraft stress analysis. |
| BEAUTY AND COSMETICS | Cosmetics - Advanced Research and Innovation | This Function consists of talent which is primarily engaged in creating new models for evaluating the safety and performance of active ingredients in Cosmetics. |
| BEAUTY AND COSMETICS | Cosmetics - Applied Research and Support | This Function consists of talent that create the prototype formulas of the active ingredients that stem from Advanced Research. This talent is also involved in various support activities such as analytical evaluation, safety and global efficiency evaluation of raw materials and formulas, consumer insights, regulations for product validation, etc. |
| BEAUTY AND COSMETICS | Cosmetics - Creative Operations | This Function consists of talent which primarily engages in creative aspects such as in-store design, merchandise placement, packaging, etc. |
| BEAUTY AND COSMETICS | Cosmetics - Product and Services Training | This Function consists of talent engaged in planning the organizational training strategy, overseeing its implementation, and assessing its outcomes. It also includes the talent involved in identifying employee training and developmental needs. |
| BUSINESS SUPPORT FUNCTIONS | Administrative and Desktop Support | This Function consists of talent engaged in providing administration, management, and desktop support services to its internal employees. |
| BUSINESS SUPPORT FUNCTIONS | Advertising | This Function consists of professionals engaged in all aspects of advertisement services. |
| BUSINESS SUPPORT FUNCTIONS | Business Intelligence | This Function consists of professionals engaged in collecting, integrating, analyzing, and presenting business information services. |
| BUSINESS SUPPORT FUNCTIONS | Business Operations and Planning | This Function consists of professionals engaged in planning, organizing, and coordinating activities such as business analysis, accreditation and merchandising operation, government policy analysis, etc. |
| BUSINESS SUPPORT FUNCTIONS | Business Risk Management | This Function consists of the in-house talent pool engaged in providing business risk management services such as contract assessment, vendor risk management, or business risk analysis across all industries. |
| BUSINESS SUPPORT FUNCTIONS | Corporate Accounting and Finance | This Function consists of talent involved in the in-house financial support across all the industries. It also includes the back office talent pool of major Banking and Financial companies who help in the Financial Compliance activities. |

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| BUSINESS SUPPORT FUNCTIONS | Corporate IT Support | This Function consists of professionals engaged in providing all aspects of corporate IT support services such as network system support, data recovery, trouble shooting, software installation, etc. |
| BUSINESS SUPPORT FUNCTIONS | Enterprise Modelling Techniques | This Function consists of talent engaged in improving the performance of an enterprise business processes with the help of statistical models and techniques. |
| BUSINESS SUPPORT FUNCTIONS | Enterprise Modelling Tools | This Function consists of talent engaged in monitoring, analyzing, and reporting of enterprise business processes and their performance. |
| BUSINESS SUPPORT FUNCTIONS | General Business Management | This Function consists of talent engaged in business management activities such as client engagement, business communications, corporate strategy, product management, business process reengineering, etc. |
| BUSINESS SUPPORT FUNCTIONS | Human Resources | This Function consists of professionals engaged in providing human resource services such as talent management, conflict management, investigations and reporting, benefit pension plan, strategy and governance, and employee wellness programs across various industries. |
| BUSINESS SUPPORT FUNCTIONS | Legal | This Function comprises of talent engaged in legal support activities such as arbitration, litigation analysis, paralegal support etc. across all industries. |
| BUSINESS SUPPORT FUNCTIONS | Marketing | This Function consists of talent primarily engaged in the design, development, and implementation of marketing activities focused on the various products and services offered by enterprises/organizations. |
| BUSINESS SUPPORT FUNCTIONS | Procurement, Supply Chain and Logistics | This Function consists of talent primarily engaged in the planning, implementation, and management of procurement, supply chain and logistics of an enterprise/organization. |
| CLINICAL DEVELOPMENT | Biostatistics | This Function comprise of talent engaged in design of biological experiments with the use of applies mathematics, statistics, information technology, and computer science to collect, summarize and analyze data from those experiments concerned with medicine and health. |
| CLINICAL DEVELOPMENT | Clinical Affairs | This Function consists of talent engaged in clinical project management by planning and managing all aspects of clinical development ensuring compliance with protocols and overall clinical objectives. |
| CLINICAL DEVELOPMENT | Clinical Development - Imaging | This Function consists of talent engaged in imaging technologies to support clinical trials. |
| CLINICAL DEVELOPMENT | Clinical Development - Product Management and Market Access | This Function consists of talent engaged in product management using clinical and product expertise to drive growth and marketing activities. This also includes professionals that are involved in creating access to the market for the products. |
| CLINICAL DEVELOPMENT | Clinical Development - Quality Control and Assurance | This Function consists of talent engaged in performing various testing processes such as stability testing, microbial limit testing, raw material testing, and robustness testing etc. relevant to clinical development. This Function also includes the professionals who are in quality assurance and perform verifications, validations and quality audits. |
| CLINICAL DEVELOPMENT | Clinical Development - Regulatory Affairs | This Function consists of talent engaged in ensuring that various regulations concerning health and safety in the clinical development arena are met. |
| CLINICAL DEVELOPMENT | Clinical Development - Safety and Pharmacovigilance | This Function consists of talent engaged in monitoring, studying, and improving the safety of medicines. |
| CLINICAL DEVELOPMENT | Clinical Development - Toxicology | This Function consists of talent engaged in drug development process by screening out targets and chemicals which would be unsafe and conduct tests which ensure the safety of drug usage by patients. This also includes professionals who study adverse effects of chemical substances on living organisms. |

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| CLINICAL DEVELOPMENT | Clinical Operations | This Function consists of talent engaged in clinical trial and site management, clinical trial monitoring, clinical data management, vendor or contract management, and expense reimbursement. |
| CLINICAL DEVELOPMENT | Clinical Trials | This Function is comprised of professionals who are engaged in clinical research, design, management and organization of clinical trials. |
| CLINICAL DEVELOPMENT | Medical Writing and Publishing | This Function consists of talent engaged in writing service spanning from individual documents to extensive medical writing programs such as regulatory publishing, clinical study reports, publications, posters, and abstracts, investigator brochures, and patient narratives etc. |
| CLINICAL DEVELOPMENT | Pharmacology and Pharmacokinetics | This Function consists of talent who reviews preclinical studies and focus on the drug's absorption, distribution, metabolism, and excretion processes. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Agricultural and Industrial Biotechnology | This function comprises of professionals who apply biotechnological processes like biosynthesis, bioprocessing engineering, clinical synthesis, and fermentation etc. for nutrition and food science. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Consumer Healthcare - Product Development | This function comprises of professionals who are engaged in design and the development of consumer healthcare products. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Food Deficiency and Nutrition Study | This function comprises of professionals who conduct food nutrition analysis such macronutrient study, mineral Study, sports nutrition study, vitamin study, etc., as well as professionals who study the deficiencies of vitamins, minerals, and nutrients in food. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Food Grading | This function comprises of professionals who inspect, assess and sort foods based on parameters such as quality, freshness, legal conformity and market value. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Food Processing and Production | This function comprises of talent involved in the processing and transformation of raw food materials into marketable food products. The activities typically involve - assembling, packaging, labelling, running quality checks etc. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Food Regulation and Compliance | This function comprises of professionals who ensure that the compliance of standards, labels, and other regulatory requirements for food are met. |
| CONSUMER HEALTHCARE - NUTRITION AND FOOD SCIENCE | Nutrient and Food Testing | This function comprises of professionals who conduct food testing such as micronutrient, contaminant, allergen, fungicide testing etc. |
| CONTACT CENTER | Call Center Process Improvement | This function comprises of talent which is primarily engaged in the identification, analysis and improvement in the process methodology within contact center firms, such as knowledge management, quality control, quality audit and inspection, etc. |
| CONTACT CENTER | Call Center Supervision and Operations | This function comprises of talent which is primarily engaged in management, supervision and execution of call center operations, including activities such as call monitoring, conflict resolution, customer insights analysis, quality analysis etc. |
| CONTACT CENTER | Non-Voice Support | This function comprises of professionals who are engaged in all aspects of non-voice support services such as chat and e-mail support, fault diagnostics, remote support, setup and installation etc. |
| CONTACT CENTER | Voice Based - After Sales Support | This function comprises of talent engaged in providing voice based after sales support. |
| CONTACT CENTER | Voice Based - Billing Support | This function comprises of voice based talent who interact with customers to solve issues or respond to queries related to billing statement charges, interest rates etc. |
| CONTACT CENTER | Voice Based - Collections | This function comprises of talent engaged in voice based collection support, and work on resolving customer issues such as financial discrepancies and short payments. |

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| CONTACT CENTER | Voice Based - Cross-Selling | This function comprises of voice based talent engaged in encouraging customers to buy additional products that can complement or be integrated into the original product purchased. |
| CONTACT CENTER | Voice Based - Fault Diagnostics | This function comprises of talent engaged in providing voice based support services such as fault detection, diagnosis, predictive maintenance services to customers. |
| CONTACT CENTER | Voice Based - General Call Handling | This function comprises of talent engaged in handling all incoming calls and collecting and recording appropriate information on company products and services. |
| CONTACT CENTER | Voice Based - Inbound Telesales | This function comprises of talent engaged in providing voice based inbound telesales services. |
| CONTACT CENTER | Voice Based - Order Processing | This function comprises of voice based talent engaged in providing order processing services, such as order collection, order placement, and order delivery. |
| CONTACT CENTER | Voice Based - Outbound Telesales | This function comprises of talent engaged in providing voice based outbound telesales services. |
| CONTACT CENTER | Voice Based - Problem Resolution | This function comprises of talent engaged in providing complaint resolution services in accordance to company policies. |
| CONTACT CENTER | Voice Based - Procurement | This function comprises of talent engaged in providing voice based procurement services such as business requirement analysis, procurement management process, cost and service negotiation etc. |
| CONTACT CENTER | Voice Based - Remote Support | This function comprises of talent engaged in providing voice based remote support such as upgrading applications, checking workstation performance, diagnosing faults, remote troubleshooting and resolution. |
| DIGITAL MARKETING | Affiliate Marketing | This function consists of talent involved in developing and managing online affiliate network and advertising partner relationships, communicating exclusive offers and designing special campaigns. |
| DIGITAL MARKETING | Content Marketing | This function consists of talent involved in creating content strategies to target unique influencers and buyers with compelling assets and digital experiences. |
| DIGITAL MARKETING | Conversion Rate Optimization (CRO) | This function consists of talent involved in analyzing and understanding website traffic by gathering direct responses from visitors using tools like Google Website Optimizer, Adobe Test and Target, etc. |
| DIGITAL MARKETING | Digital Content Design | This function consists of talent engaged in creation, development and management of digital marketing content. Majorly responsible for creation and curation of web content. |
| DIGITAL MARKETING | Digital Marketing - Analytics | This function consists of talent engaged in analyzing qualitative data, reporting, giving insight and recommendations, and verifying data integrity so that the business can improve its customer experience. |
| DIGITAL MARKETING | Email Marketing | This function consists of talent involved in lead generation, e-mail campaigns, designing newsletters, loyalty programs... through commercial emailing activities. |
| DIGITAL MARKETING | Marketing Automation | This function consists of talent proficient in technology and software platforms like Marketo, IBM Unica, Salesfroce.com, etc. that automate repetitive marketing activities such as email and social media. |
| DIGITAL MARKETING | Mobile Advertising | This function consists of talent involved in designing services like messaging (text, graphic and voice), interactive apps and advertisement for mobile devices. |
| DIGITAL MARKETING | Online Advertising | This function consists of talent involved in using online platforms like AdSense, Podcasts, Viglink, etc. to deliver promotional marketing messages to consumers. |
| DIGITAL MARKETING | Search Engine Marketing (SEM) | This function consists of talent engaging in the creation of strategies with prominent search engines, developing and testing new keywords, managing Pay-Per-Click. |

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| DIGITAL MARKETING | Search Engine Optimization (SEO) | This function consists of talent engaging in all SEO activities such as content strategy, link building, site speed optimization and keyword strategy. |
| DIGITAL MARKETING | Social Media Marketing | This function consists of talent engaging in the use of social media platforms like Facebook, Twitter, YouTube and more for promotional & advertising activities |
| ELECTRICAL ENGINEERING | Bioelectrical Engineering | This function consists of talent dealing with bio signal systems and applications, bio sensors and bio medical devices, imaging and information processing. |
| ELECTRICAL ENGINEERING | Circuit and Component Design | This function consists of talent involved in designing, developing, modifying and evaluating complex analog and mixed signal electronic parts for analog and mixed signal electronic equipment and other hardware systems. |
| ELECTRICAL ENGINEERING | Control Engineering | This function consists of talent engaged in applying automatic control theory to design systems with desired behaviors in control environments, monitorization and maintenance. |
| ELECTRICAL ENGINEERING | Electrical Communications | This function consists of talent involved in the design and development of devices used in the transmission and reception of information in electrical form, such as satellites, radio, internet and broadband technologies and wireless telephone services. |
| ELECTRICAL ENGINEERING | Electrical Engineering - Compliance | This function consists of talent involved in securing product certifications, coordinating permits, licenses and consents; and continually evaluating conformance to the latest standards. |
| ELECTRICAL ENGINEERING | Electrical Engineering - Testing and Verification | This function consists of talent engaged in performing electrical verification tests, writing reports, and providing recommendations for improvements. |
| ELECTRICAL ENGINEERING | Power and Electronics Engineering | This function consists of talent involved in the design and development of power related systems, validation of critical power components and risk assessment activities. |
| ELECTRICAL ENGINEERING | Signal Processing | This function consists of talent involved in the various aspects of signal (analog or digital) processing such as audio processing, video processing and image processing. |
| FINANCIAL SERVICES | Accounting and Financial Reporting | This function comprises of talent primarily engaged in providing accounting and financial reporting services such as accounting collections, financial analysis, financial reporting, risk analysis, credit management etc. |
| FINANCIAL SERVICES | Capital Markets | This function comprises of talent which is primarily involved in capital market services with respect to bonds, hedge funds, stocks and equity management, underwriting, pension funds, and sovereign wealth funds. |
| FINANCIAL SERVICES | Commercial Real Estate | This function comprises of talent which primarily involves in providing commercial real estate services with respect to asset analysis, commercial mortgage, letters of credit, due diligence, asset valuation etc., to organizations. |
| FINANCIAL SERVICES | Corporate Tax Management | This function comprises of talent primarily engaged in various aspects of taxation services such as corporate tax, income tax, tax analysis, tax compliance, tax reporting etc. |
| FINANCIAL SERVICES | Employer Services | This function comprises of talent which provides Employer services such as benefits planning, planning of employee loan, payroll management, retirement planning, and stock options to organizations. |
| FINANCIAL SERVICES | Financial Advisory Support | This function comprises of talent primarily engaged in providing financial planning support to clients such as credit management, pricing recommendation, investment advisory etc. |
| FINANCIAL SERVICES | Financial Audit | This function comprises of talent primarily engaged in providing audit services such as financial audit, financial compliance, report preparation etc. to organizations. |
| FINANCIAL SERVICES | Financial Trust Services | This function comprises of talent primarily engaged in providing trust services to institutions/organizations such as escrow fund management, reconciliations, corporate trust services etc. |

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| FINANCIAL SERVICES | Personal Financial Services | This function comprises of talent primarily engaged in providing services such as microfinancing, rent-to-own agreements, insurance and risk management, succession planning etc., to individuals. |
| FINANCIAL SERVICES | Trade and Equipment Finance | This function comprises of talent primarily engaged in providing trade and equipment financing services, including letters of credit, term loans, trade finance, commercial finance, etc., to organizations. |
| FINANCIAL SERVICES | Treasury and Cash Management | This function comprises of talent primarily engaged in providing treasury management services such as working capital management, currency hedging, and currency conversion etc. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Coding and Programming | This function comprises of talent involved in the coding and programming for microprocessors, microcontrollers and other very large scale integrated circuits. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Conceptualization, Design, and Architecture | This function comprises of talent involved in the process of establishing design requirements, conducting requirement analysis, conceptualization, product viability analysis, prototyping, and designing of hardware electronic components and related hardware architecture. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Development | This function comprises of talent involved in the development of prototypes based on the design and architecture specifications at circuit and network level. They integrate the industrial design, mechanical, embedded engineering (PCB, cable harness development, firmware development) and software engineering aspects at circuit and network levels. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Modeling and Simulation | This function comprises of talent working on simulation solutions to validate the output of individual circuits and the network. They provide logic synthesis, performance modeling, time modelling and power modelling. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Product Implementation | This function comprises of talent involved in the implementation of technology and is instrumental in the development of physical design strategy. They take ownership of the implementation and layout of highly complex circuits. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Product Security | This function comprises of talent involved in the security aspects of hardware electronic products such as secure coding, security devices, security policies, data loss prevention, enterprise security, etc. |
| HARDWARE PRODUCT DEVELOPMENT | Hardware Verification and Validation | This function comprises of talent involved in the verification and validation aspects of software (or firmware) and hardware for microprocessors, microcontrollers, very large scale integrated circuits and networks. |
| HARDWARE PRODUCT DEVELOPMENT | Network Planning and Provisioning | This function comprises of talent facilitating the implementation and service assurance of customer projects. They ensure that the project's technical design and implementation is delivered with a heightened focus on quality and the customer's operational objectives. |
| HARDWARE PRODUCT DEVELOPMENT | Networking and Network Engineering | This function comprises of talent involved with the various aspects of network engineering. They mostly deal with Layer 1, Layer 2, and Layer 3 aspects of the network. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Behavioral and Mental Healthcare Aides | This function comprises of talent from medical centers, hospitals or private clinics who engage in dealing with issues associated with mental, emotional or substance abuse problems. This function do not include social workers and psychiatrists. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Healthcare Aides and Clinical Laboratory | This function comprises of talent from medical centers, hospitals or private clinics who engage in complex or routine medical laboratory tests for the diagnosis, treatment and prevention of disease. |

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| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Healthcare Compliance | This function comprises of talent from medical centers, hospitals or private clinics who are engaged in monitoring and evaluating regulations in compliance processes to assist healthcare industry or facility to understand and address legal obligations, to promote organizational integrity through effective compliance programs and to systematically approach and maintain or improve the quality of patient care within a healthcare system. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Healthcare Social Work | This function comprises of talent which engages in providing individuals, families or groups with psychosocial support to cope up with chronic, acute or terminal illnesses. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Hospital Administration | This function comprises of talent from medical centers, hospitals or private clinics who engage in managing and administrating public health systems, health care systems, hospitals and hospital networks. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Hospital- Food and Nutritional Care | This function comprises of talent from medical centers or hospitals who engage in food service management, including diet administration, artificial nutritional support, clinical nutrition and maintaining food service standards. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Hospital Pharmacy | This function comprises of talent from medical centers, hospitals or private clinics who engage in preparing, storing, compounding, dispensing medicines and medical devices, as well as advising healthcare professionals and patients on their safe, effective and efficient use. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Medical Records and Health Information | This function comprises of talent from medical centers, hospitals or private clinics who engage in organizing and managing health information data by ensuring that it maintains its quality, accuracy, accessibility, and security in both paper files and electronic systems. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Nursing | This function comprises of talent from medical centers, hospitals or private clinics who engage in developing and implementing nursing care plans and maintain medical records by working as support/ part of healthcare team or independently to diagnose and treat acute, episodic, or chronic illness. |
| HEALTHCARE SERVICES - NURSING, LABORATORY AND ADMINISTRATION | Rehabilitation Services | This function comprises of talent from medical centers, hospitals or private clinics who engage in helping a person to overcome or manage physical, mental or cognitive abilities that have been lost or impaired as a result of disease, injury or treatment. |
| HEALTHCARE SERVICES - PHYSICIANS AND SURGEONS | Dentists | This function comprises of physicians who provide diagnosis, prevention and treatment of diseases or disorders of teeth, gum and oral cavity. |
| HEALTHCARE SERVICES - PHYSICIANS AND SURGEONS | Psychiatrists | This function comprises of physicians who provide diagnosis and treatment of mental illness. |
| HEALTHCARE SERVICES - PHYSICIANS AND SURGEONS | Surgeons and Physicians | This function comprises of physicians who provide diagnose and treat injuries or illnesses. |

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| HEALTHCARE SERVICES - PHYSICIANS AND SURGEONS | Veterinarians | This function includes veterinary physicians and surgery who conduct research and development, inspect livestock, or care for pets and companion animals. |
| INDUSTRIAL ENGINEERING | Applied Industrial Research | This function comprises of talent involved mainly involved in designing products, systems or processes that take account of the interaction between them and the people that use them. |
| INDUSTRIAL ENGINEERING | Industrial Design Tools and Techniques | This function comprises of the talent working on new products or improving existing products, delivering innovative concepts and using new technology, materials and manufacturing methods to improve the appearance and usability of products. |
| INDUSTRIAL ENGINEERING | Industrial Engineering Cost Control | This function comprises of the talent involved in the cost estimation and devising methods to cut down on costs of various processes and sub-processes while ensuring continuity of the quality for the product/service offered. |
| INDUSTRIAL ENGINEERING | Industrial Facility Design | This function comprises of the talent involved in establishing strong processes and system to ensure hassle free production. They are also involved in establishing strong maintenance systems to prevent machine breakdown and create sustainable manufacturing processes. |
| INDUSTRIAL ENGINEERING | Industrial Production Support | This function comprises of the talent involved in the lending of support to the main production process by analyzing the project progress at regular stages and identification of project constraints |
| INDUSTRIAL ENGINEERING | Industrial Quality and Reliability | This function comprises of the talent involved in improving the quality and reliability of the end product or service offered by the company as well as the processes that lead to the product/service. |
| INDUSTRIAL ENGINEERING | Industrial Safety | This function comprises of the talent involved in the management of all operations and events within an industry, for protecting its employees and assets by minimizing hazards, risks, accidents and near misses. |
| INDUSTRIAL ENGINEERING | Lean and Process Improvement | This function comprises of the talent involved in the task of identifying, analyzing and improving upon existing business processes within an organization for optimization and to meet higher productivity or standards of quality or lower costs. |
| INSURANCE | Actuaries | This function comprises of talent pool engaged in providing actuarial services, such as actuarial valuation, financial modelling, catastrophe modelling, etc. within insurance organizations. |
| INSURANCE | Insurance - Compliance and Regulation | This function comprises of the talent pool employed by insurance companies, and are engaged in providing compliance and regulatory services such as internal control, subrogation, litigation etc. |
| INSURANCE | Insurance - Corporate Functions | This function comprises of professionals within an insurance organization that provide business advisory, financial analysis, strategy planning, treasury operations, and corporate governance services to its clients. |
| INSURANCE | Insurance - Risk Management | This function comprises of the talent pool employed engaged in providing risk management services such as fraud management, loss control, process improvement etc., within an insurance organization. |
| INSURANCE | Insurance Accounting and Audit | This function comprises of professionals who conduct an official examination and evaluation of financial accounts and records within an insurance organization. |
| INSURANCE | Insurance Claims | This function comprises of the talent pool who process all claims submitted to an insurance organization. |
| INSURANCE | Underwriting | This function comprises of professionals who are engaged in all aspects of underwriting within an insurance organization |
| INVESTMENT BANKING | Corporate Finance | This function comprises of the talent pool who provide corporate financing services such as valuation, M&A negotiation, fund raising, capital budgeting etc. for clients of corporations. |

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| INVESTMENT BANKING | Corporate Treasury | This function comprises of talent engaged in providing corporate treasury services such as treasury management, capital management, liquidity risk management etc. |
| INVESTMENT BANKING | Investment Banking - Compliance and Regulation | This function comprises of the talent pool employed in investment banking organizations, engaged in providing compliance and regulatory services such as due diligence, legal compliance, litigation etc. |
| INVESTMENT BANKING | Investment Banking - Corporate strategy and Development | This function comprises of talent engaged in providing corporate strategy development services such as global risk exposure, governance, product management, process management, strategic alliance etc. |
| INVESTMENT BANKING | Investment Banking - Market Insights | This function comprises of talent engaged in market insight services such as equity research, mutual fund research, macroeconomic research etc. |
| INVESTMENT BANKING | Investment Banking - Operations and Support | This function comprises of talent engaged in activities related to the operations and support services within Investment Banking firms. |
| INVESTMENT BANKING | Investment Banking - Risk Management | This function comprises of the talent pool employed in Investment Banking firms that are engaged in providing risk management services such as credit risk analysis, portfolio risk management, trade compliance etc. |
| INVESTMENT BANKING | Investment Banking - Sales and Trading | This function comprises of talent engaged in the trading and sale of various products and services of an Investment Banking corporation. |
| INVESTMENT BANKING | Investment Management | This function comprises of talent engaged in customer investment management services such as capital management, portfolio management, portfolio construction, account management etc. |
| IT SERVICES | Application Development and Maintenance | This function comprises of talent involved in the development and maintenance of critical applications for IT within organizations. They are responsible for application software installation and implementation, including testing, and troubleshooting. |
| IT SERVICES | Business and IT Strategy | This function comprises of talent involved in determining the information technology goals of an organization and are responsible for implementing computer systems to meet those goals. |
| IT SERVICES | IT Infrastructure Management | This function comprises of talent involved in the management and operation of an internal enterprise IT environment. |
| IT SERVICES | IT Networking and Operations | This function comprises of talent involved in various aspects of networking such as implementing and monitoring of secure networks, systems analysis and development, windows server administration, etc. |
| IT SERVICES | IT Services - Testing | This function comprises of talent involved in the process of validating and verifying IT applications and its associated components so as to deliver robust and high-performing applications. |
| IT SERVICES | IT System Integration | This function comprises of talent involved in integrating multiple IT systems that cater to different functions, departments and stages in product lifecycles. They primarily deal in the integration of a vendor software application within the business processes. |
| IT SERVICES | Virtualization | This function comprises of professionals who are involved in virtualized application deployment and maintenance. They enable organizations achieve IT agility and flexibility across on-premises and cloud resources with virtualization solutions, |
| MANUFACTURING | Aerospace Products and Parts Manufacturing | This function comprises of talent which is engaged in the manufacturing of aircraft,space vehicles, aircraft engines, propulsion units and allied parts. |
| MANUFACTURING | Beauty and Cosmetics Products Manufacturing | This function comprises of talent which is engaged in the manufacturing of beauty and cosmetics products including makeup, lotions, hairstyling and perfume products. |
| MANUFACTURING | Chemical, Petroleum and Coal Products Manufacturing | This function comprises of talent that primarily further process refined petroleum and coal products to produce products such as asphalt coatings and petroleum lubricating oils. |

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| MANUFACTURING | Electrical and Electronic Products Manufacturing | This function comprises of talent primarily engaged in manufacturing of Electrical and Electronic Products. Including devices such as motors, generators, batteries, computers, computer peripherals, communications equipment, etc. |
| MANUFACTURING | Food, Beverage and Tobacco Products Manufacturing | This function comprises of talent primarily engaged in the transformation of agricultural products into products for consumption. |
| MANUFACTURING | Leather and Applied Products Manufacturing | This function comprises of talent which is engaged in the manufacturing of leather products by tanning or curing and fabricating the leather into products for final consumption. |
| MANUFACTURING | Machinery Manufacturing | This function comprises of talent which primarily engages in manufacturing of heavy machinery and equipment used by other industries. |
| MANUFACTURING | Medical Device Manufacturing | This function comprises of talent which engages in manufacturing of electro-medical equipment, high-energy radiation equipment or machinery, including surgical and medical instruments, surgical appliances and supplies, as well as dental equipment and supplies. |
| MANUFACTURING | Nonmetallic Mineral Products Manufacturing | This function comprises of talent which is primarily engaged in transforming mined or quarried nonmetallic minerals, such as sand, gravel, stone, clay, and refractory materials, into products for intermediate or final consumption |
| MANUFACTURING | Pharmaceutical and Medicine Manufacturing | This function comprises of talent which engages in manufacturing of industrial-scale synthesis pharmaceutical drugs or medicines. |
| MANUFACTURING | Plastics and Rubber Products Manufacturing | This function comprises of talent which engages in manufacturing of goods by processing plastics materials and raw rubber materials. |
| MANUFACTURING | Primary and Fabricated Metals Manufacturing | This function comprises of talent which engages in manufacturing of ferrous and nonferrous metals by using metallurgical techniques. |
| MANUFACTURING | Textile and Apparel Manufacturing | This function comprises of talent which primarily engages in manufacturing of yarn, cloth and ready-to-wear garments. |
| MANUFACTURING | Transportation Equipment Manufacturing | This function comprises of talent which primarily engages in manufacturing of motor vehicles, vehicle and trailer parts, railroad rolling stock, ships, boats as well as other transportation equipment, not including aerospace products. |
| MANUFACTURING | Wood, Paper, Printing and Related Manufacturing | This function comprises of talent which engages in manufacturing of wood containers, prefabricated wood, as well pulp, paper into intermediate paper products and print products. |
| MECHANICAL ENGINEERING | Fluid and Pneumatics | This function comprises of talent involved in the use of Fluid Power in the design of machinery and mechanical equipment. |
| MECHANICAL ENGINEERING | Mechanical Engineering - Compliance | This function comprises of talent involved in securing product certifications, coordinating all permits, licenses, approvals, notifications and consents from the applicable regulatory parties during all phases of the project. |
| MECHANICAL ENGINEERING | Mechanical Engineering - Design and Conceptualization | This function comprises of talent responsible for the design of new products and modifications/improvements to existing products. |
| MECHANICAL ENGINEERING | Mechanical Engineering - Fabrication | This function comprises of talent responsible for the fabrication, modification, and assembly of prototype parts, fixtures,etc. |
| MECHANICAL ENGINEERING | Mechanical Engineering - Testing and Verification | This function comprises of talent involved in product, service, or system check, making sure products meet requirements and specifications as per national and international standards. |
| MEDICAL DEVICES ENGINEERING | Clinical Investigations | This function comprises of talent which engages in evaluating and monitoring of medical devices effectiveness using human subjects and to determine the product's risks/ benefits for ensuring safety. |

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| MEDICAL DEVICES ENGINEERING | Medical Devices - Quality Control and Quality Assurance | This function comprises of talent which engages in analyzing the products/devices to ensure Food and Drug Administration (FDA), ISO regulatory and other international regulatory requirements are met. |
| MEDICAL DEVICES ENGINEERING | Medical Devices - Research and Development | This function comprises of talent which engages in research and development of medical devices by developing novel preparation and characterization for unique material choice. |
| MEDICAL DEVICES ENGINEERING | Medical Devices - Testing and Verification | This function comprises of talent which is primarily engaged in designing and developing verification and validation strategies to deliver against the testing. |
| MEDICAL DEVICES ENGINEERING | Medical Devices - Writing and Documentation | This function comprises of talent which is primarily engages in documenting processes and procedures and maintains detailed and accurate laboratory records. |
| MEDICAL DEVICES ENGINEERING | Medical Devices Development Support | This function comprises of talent which engages in areas as cytopathology, histopathology, cytogenetics, medical microbiology and toxicology. |
| OIL AND GAS | Geological Exploration and Survey | This function comprises of talent which is primarily engaged in conducting exploration and seismic surveys to determine the presence, size and location of oil and gas deposits. |
| OIL AND GAS | Oil and Gas - Facilities Engineering | This function comprises of talent which is primarily engaged in facility design and operations, engineering and technical support in the Oil and Gas industry. |
| OIL AND GAS | Oil and Gas - Health, Safety and Environment (HSE) | This function comprises of talent which is primarily engaged in operations to prevent harm on personnel, public and the environment (for example fire protection). |
| OIL AND GAS | Oil and Gas - Offshore Operations | This function comprises of talent which is primarily engaged in maritime/offshore activities associated with ships, vessels, ports and offshore oil rigs where drilling operation takes place. |
| OIL AND GAS | Oil and Gas - Research and Development | This function comprises of talent which is primarily engaged in scientific and engineering developing, researching new designs and technologies used in oil and gas industry. |
| OIL AND GAS | Oil and Gas - Reservoir Engineering | This function comprises of talent which is primarily engaged in oil and gas reserves, developing the most efficient ways to extract the resources |
| OIL AND GAS | Oil and Gas - Support and Maintenance | This function comprises of talent which is primarily engaged to oversee field and plant operations. |
| OIL AND GAS | Oil and Gas Ethics and Compliance | This function comprises of talent which is primarily engaged in regulatory affairs, ethics and compliance management in Oil and Gas industry. |
| OIL AND GAS | Oil and Gas Production | This function comprises of talent which is primarily engaged in the process of extracting hydrocarbons to the surface and preparing them for processing and usage. |
| OIL AND GAS | Pipeline and Civil Engineering | This function comprises of talent which is primarily engaged in the efficient transport of fluids through Pipelines. They aim to design and build structures that meet safety, reliability and cost requirements. |
| OIL AND GAS | Refineries | This function comprises of talent which is primarily engaged in oil refineries where crude oil is processed in to various products. |
| OIL AND GAS | Up-Stream Operations and Drilling | This function comprises of talent which engages in the upstream sector of the oil and gas industry, generally known as exploration and production (E&P). |
| PRE-CLINICAL DEVELOPMENT | Analytical Chemistry and Bioanalysis | The function comprises of talent which is primarily engaged in carrying out various chemical and biochemical studies to separate, detect, identify and quantify biological samples. |
| PRE-CLINICAL DEVELOPMENT | Bioinformatics | This function comprises of talent which is primarily engaged in applying informatics techniques in the area of biology to understand and organize the information associated with molecules on a large scale. |

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| PRE-CLINICAL DEVELOPMENT | Clinical Data Reporting and Documentation | This function comprises of talent which is primarily engaged in documentation, reporting and management of high-quality, reliable and statistically sound clinical data. |
| PRE-CLINICAL DEVELOPMENT | CMC and Drug Formulation | This function comprises of talent which is primarily engaged in providing services of Chemistry, Manufacturing and Controls (CMC) for drug development. |
| PRE-CLINICAL DEVELOPMENT | Experimental Pathology | This function comprises of talent which is primarily engaged in carrying out microscopic/ molecular examination of organs, tissues, cells or body fluids. |
| PRE-CLINICAL DEVELOPMENT | Experimental Pharmacokinetics and Pharmacodynamics (PK/PD) | This function comprises of talent which is primarily engaged in the study of physiological and biochemical effects of drugs on an organism and also how the organism affects the drug to determine dosing, benefit and adverse effects. |
| PRE-CLINICAL DEVELOPMENT | Immunochemistry and Microbiology | This function comprises of talent which is primarily engaged in study and research of microscopic organisms and immune systems to diagnosis of abnormal cells. |
| PRE-CLINICAL DEVELOPMENT | Organic Synthesis | This function comprises of talent which is primarily engaged in providing services of medicinal chemistry, pharmaceutical chemistry and other organic chemistry with construction of organic compounds through organic reactions to aid to the process of drug discovery. |
| PRE-CLINICAL DEVELOPMENT | Pre-Clinical Quality Control | This function comprises of talent which is primarily engaged in performing various testing processes such as stability testing, microbial limit testing, raw material testing and robustness testing etc. for validating process and to maintain good laboratory practices. |
| PRE-CLINICAL DEVELOPMENT | Pre-Clinical Toxicology Testing | This function comprises of talent which is primarily engaged in helping drug development process by screening out targets and chemicals which would be unsafe and also conduct tests to study nature, effects and detect any adverse effects on organisms. |
| RETAIL | Merchandising and Planning | This function comprises of talent engaged in visual display merchandising whereby they use the product design, selection, packaging and pricing to entice the customer into buying their products. |
| RETAIL | Private Label Brand Management (PLB) | This function comprises of talent involved in the brand management of private label brands. |
| RETAIL | Retail Loss Prevention | This function comprises of talent primarily engaged in managing activities for reducing preventable losses caused by human or natural actions either by Internal loss or External loss. |
| RETAIL | Retail Property Management | This function comprises of talent primarily engaged in the activities of housekeeping and managing of facilities. |
| RETAIL | Retail Store Operations (Except Sales) | This function comprises of talent which primarily works in retail outlets and departmental stores. |
| RETAIL BANKING | Banking Front Office | This function comprises of talent primarily engaged in front desk services, such as account management, tellers, post closing, relationship management etc. within retail banks. |
| RETAIL BANKING | Banking Operations Support | This function comprises of talent engaged in providing support services such as customer support, documentation and verification, treasury operation etc. |
| RETAIL BANKING | Banking Product Design | This function comprises of talent engaged in product designing services within retail banks. |
| RETAIL BANKING | Foreign Exchange | This function comprises of talent employed in retail banks primarily engaged in providing foreign exchange services such as currency exchange, remittance, travel money etc. |
| RETAIL BANKING | Loan and Mortgage | This function comprises of talent engaged in providing all aspects of loan and mortgage services within retail banks. |
| RETAIL BANKING | Retail Banking - Advisory | This function comprises of talent employed in retail banks, engaged in providing advisory services such as business analysis, pricing recommendations, wealth management etc. |

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| RETAIL BANKING | Retail Banking - Compliance and Regulation | This function comprises of the talent pool employed in retail banks, engaged in providing compliance and regulatory services such as due diligence, Anti-money laundering, transaction monitoring etc. |
| RETAIL BANKING | Retail Banking - Risk Management | This function comprises of the talent pool employed in retail banks, engaged in providing risk management services such as financial risk analysis, risk assessment, risk control etc. |
| RETAIL BANKING | Retail Banking Strategy and Management | This function comprises of talent engaged in providing strategic management services such as strategic analysis, portfolio management, process improvement etc. |
| SALES | Advertising Sales | This function comprises of the sales agents involved in Advertising field who are responsible for contacting potential clients, making sales presentations, providing advertising spaces and maintaining client accounts. |
| SALES | Consumer Healthcare, Nutrition and Food Science Sales | This function comprises of the sales executives involved in Consumer Healthcare, Nutrition and Food Science field. |
| SALES | Energy Sales | This function comprises of the sales executive involved across the sales process in the Energy sector. More specifically, these salespersons are tasked with the sales and distribution of petroleum, gas, coal, electrical power, nuclear power, renewable energy and traditional energy (comprising of firewood) products. |
| SALES | Insurance and Finance sales | This function comprises of the sales agents who connect buyers and sellers in financial markets. They sell securities to individuals, advice companies in search of investors, and conduct trades. |
| SALES | Manufacturing Sales | This function comprises of the sales representatives selling goods for manufacturers to businesses, government agencies, and other organizations. |
| SALES | Medical Devices Sales | This function comprises of the sales executive involved in the sales process of medical devices. |
| SALES | Non-Retail and Wholesale Sales | This function comprises of the sales executives who sell goods for wholesalers to businesses, government agencies, and other organizations. |
| SALES | Pharmaceutical Sciences Sales | This function comprises of the sales executives involved across the sales process in Pharmaceutical industry. |
| SALES | Public Sector Sales | This function comprises of the sales executives associated with the selling of products or services controlled by national, state or provincial, and local governments bodies. |
| SALES | Real-Estate Sales | This function comprises of the sales executives who rent, buy, or sell property for clients. |
| SALES | Retail Sales | This function comprises of the sales workers who sell retail merchandise, such as clothing, furniture, and automobiles, (called retail salespersons) and those who sell spare and replacement parts and equipment, especially car parts (called parts salespersons). |
| SALES | Technology Sales | This function comprises of the sales executives involved in the selling of complex scientific and technological products or services to businesses. |
| SOFTWARE PRODUCT DEVELOPMENT | Application Software Development | This function includes talent involved in the development of computer applications software and specialized utility programs. |
| SOFTWARE PRODUCT DEVELOPMENT | Big Data | This function comprises of talent involved in the design of applications for capturing, storing and analyzing very large data sets for the purpose of predicative analytics and user behavior analytics. |
| SOFTWARE PRODUCT DEVELOPMENT | Cloud Computing | This function comprises of talent involved in cloud technologies such as cloud environment (SaaS), enterprise platforms, open source, virtualization, cloud architecture, cloud applications, testing, etc. |

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| SOFTWARE PRODUCT DEVELOPMENT | Natural Language Processing (NLP) | This function comprises of talent involved in creating language models from text data. |
| SOFTWARE PRODUCT DEVELOPMENT | Software Architecture and Design | This function comprises of talent involved in the research and design of software architecture. |
| SOFTWARE PRODUCT DEVELOPMENT | Software Defined Storage | This function comprises of talent involved in the designing and development of storage infrastructure services and products. |
| SOFTWARE PRODUCT DEVELOPMENT | Software Product Testing | This function comprises of talent involved in testing and validation of multiple phases of software development cycle. |
| SOFTWARE PRODUCT DEVELOPMENT | Software Security | This function comprises of talent involved in planning and carrying out security measures to protect an organization's computer networks and systems. |
| SOFTWARE PRODUCT DEVELOPMENT | Systems Software Development | This function comprises of talent involved in the development of operating systems-level software, compilers, and network distribution software. |
| TECHNICAL SUPPORT | Back Office Technical Support | This function comprises of talent involved in providing various support services such as communications support, data center support, hardware support, software support, server administration, networking support and virtual machine administration. |
| TECHNICAL SUPPORT | Customer Support - Account Maintenance | This function comprises of talent involved in providing customer support corresponding to the issues related to the maintenance of the accounts such as updating of the account information, new user requests, etc. |
| TECHNICAL SUPPORT | Customer Support - After Sales Support | This function comprises of talent responsible for support functions to the problems of users after the sale of the product is done. |
| TECHNICAL SUPPORT | Customer Support - Fault Diagnostics | This function comprises of talent who provide support to the customers with respect to issues such as broadband fault diagnostics, router set up and configuration, and general email and internet issues. |
| TECHNICAL SUPPORT | Customer Support - Help Desk | This function comprises of talent who are involved in identifying issues, logging and keeping records of customer/employee queries, and escalating calls to the next level. |
| TECHNICAL SUPPORT | Tech Support - Level0 | Level 0 includes both real time and non real time technical support. Real Time is in the form of "wikis" or FAQs that allow for users to access and resolve information on their own. Non Real Time technical support representative takes the call, try and find the fault and get as much information as possible. If the solution is beyond Level 0, then it is escalated to Level 1 to find a solution. |
| TECHNICAL SUPPORT | Tech Support - Level1 | Level 1 Technical Support representative provide first level technical support to end users by responding to telephone calls and email for technical support by collecting all information from the user |
| TECHNICAL SUPPORT | Tech Support - Level2 | These specialists are expected to handle basic system administration tasks and coordinate with Level 1 support specialists to resolve customer issues. |
| TECHNICAL SUPPORT | Tech Support - Level3 | These specialists will troubleshoot problem areas (in person, by telephone, or via e-mail). They are required to have a strong working knowledge of the companies systems and software. |
| TECHNICAL SUPPORT | Tech Support - Level4 | It is the highest level of Technical Support. It consist of senior administrators who are responsible for handling very specialized support function. |