

The role of the After-Sales Service Manager

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An After-Sales Service (ASS) manager plays a crucial role in managing defects after delivery or completion of a construction project.

The main responsibilities of an After-Sales Service manager are:

- **Management of customer defects**
- **Coordination of interventions**
- **Monitoring of repair work**
- **Communication with clients**

The After-Sales Service manager will have access to the project via Archipad Cloud and Archipad App to efficiently handle customer defects and resolve issues.

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To obtain access to the project, here's what you need to know:

- The project owner must assign the **After-Sales Service Manager** role.
- The After-Sales Service manager must subscribe to a **Premium** plan.