The role of the After Sales Service Manager

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- **Archipad Web**
- **Android** *(same steps as the Web version)*
- **iPhone and iPad**

An After Sales Service Manager plays a crucial role in managing Defects following the Handover or completion of a Construction project.

The main responsibilities of an After Sales Service Manager are:

- **Management of Client Defects**
- **Coordination of interventions**
- **Monitoring of repair works**
- **Communication with Clients**

The After Sales Service Manager will have access to the Project via Archipad Cloud and Archipad App to effectively Solve Client Defects and resolve issues.

1 **Project Preferences > Service Section: defects reported by buyers are accepted or rejected by the After Sales Service Manager.**



To obtain access to the Project, here is what you need to know:

- The Owner of the Project must assign the **After Sales Service Manager** role.
- The After Sales Service Manager must subscribe to a **Premium** subscription.