

The Customer Experience

A look at how we deliver service

Connect

to our service desk to verify entitlement and fast track to the right resource

Telephone singlePoint Web Ticket QuickTicket Call Home



Start here

Level 0

Troubleshooting

Ticket is passed to a support engineer for resolution. They:

- Reverify L1 triage
- Research symptoms and workarounds
- Come up with action plan to occur onsite or remote
 - Change plan
 - Test plan
 - Back-out plan

90% of tickets are solved by this level

Action plan

Triage

1. Review symptoms
 2. Determine causes
 3. Search for known solutions
- If problem is solved ticket is closed

Escalation

- Expert level involvement and deep trouble shooting
- Trends on like issues researched across all tickets
- Root cause analysis performed
- Workaround communicated to L1 and L2 for future resolution

Action plan moved back to L2

10% of tickets move to L3

Partners | Manufacturers

Should your incident exceed L3 expertise, we have backline partners to reach out to engage.

Level 4