



Partner Support

Unified Communications and Contact Centre

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## Customer Support Definition

The Exponential-e Service Desk serves as the primary interface between the support department and our EXPO.e partners and customers. Its function is to record and respond to customer requests for assistance with queries or problems and the resolution of these with respect to all Exponential-e services.

Our Customer Support continues to be effective until the Agreement and / or the Service(s) are cancelled.

The Service Desk is a single point of contact for all EXPO.e partners and customers regardless of product or service. The Service Desk consists of Level 1, Level 2, Level 3, and Level 4 support which is available 24/7/365.

Level 1 Technicians – Service Desk Technicians perform the first stage of incident analysis and resolution. The Technicians will, for example, diagnose hardware and circuit incidents, reboot hardware, carry out password resets and make minor configuration changes. They will also escalate incidents internally and externally.

Level 2 Engineers – These are experienced engineers that are escalated to if it is not possible for Level 1 Technicians to diagnose and resolve an incident within the agreed SLA time.

Level 3 Specialists – These are highly experienced technical specialists who are involved in the resolution of the most complex technical situations.

Level 4 Infrastructure – This is a highly skilled team who manage and maintain the Exponential-e Core Infrastructure.

## How to Raise an Issue

The following procedure should be followed should you need to report an issue.

You can raise an issue with the Service Desk via telephone, Self-Service Portal, [https://expoe.servicenow.com/csm](https://expoe.service-now.com/csm) or email; however, we would always encourage urgent or critical issues to be raised via telephone.

The 24/7/365 contact details are listed below.

|  |  |
| --- | --- |
| International Phone Number | +44 (0) 800 1303 365 |
| Email | support@exponential-e.com |

## Information Required

When raising an issue to Support, please include as much information as possible. The expectation is that the Partner will have completed the appropriate triage steps before raising a ticket with our Service Desk.

Where possible, please use the ticket information template below, completing as much of the requested information as possible. The more detail our Support Team has, the quicker we will be able to resolve the issue.

|  |  |
| --- | --- |
| REQUIRED TICKET DETAILS | DESCRIPTION |
| Customer name and service reference if possible | <Customer Name> |
| Fault description | E.g. call quality, phone not booting, one way audio, presence not working |
| Product / CPE details | 1. Phone model/user details/mac address  2. If for Webex, device details |
| Date and time experienced / is it still happening | DD/MM/YYYY, HH:MM |
| Has the service ever worked, when did it last work? |  |
| Call logs with calling and called party no., date and time, test numbers if available |  |
| What diagnoses has been completed | 1. Local LAN checked 2. DHCP, DNS issues  3. Outgoing call issues, (is it working from a mobile phone) |
| For Webex issues, provide logs from PC / device |  |
| Screen shots if applicable |  |

## Support SLA

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Priority  Level |  | Description | Target Response Time | Target Fix  Time |
| UCC | Critical |  | Total Loss of Service | 30 minutes to respond to call | 5 hours to resolve failure. |
| 1 hour to troubleshoot |
| High |  | Partial Loss Service | 30 minutes to respond to call | 10 hours to resolve failure. |
| 1 hour to troubleshoot |
| Normal |  | Intermittent Loss of Service | 1 hour to respond to call | 48 business hours to resolve failure.  (Business  Hours 09:00 –  05:30 Monday to Friday, Excluding Bank Holidays) |
| 1 hour to troubleshoot |
| Low |  | Information / Change request, no impact to the customer | 4 hours to respond to call | 48 business hours to resolve failure.  (Business  Hours 09:00 –  05:30 Monday to Friday, Excluding Banks Holidays) |
| 1 hour to troubleshoot |

## Escalations

This is a reference for EXPO.e partners and customers whereby it is deemed necessary to escalate a matter. An escalation should only be raised if EXPO.e has failed to meet a published Target Response/Fix or SLA. Customers should also initiate a support escalation if they feel an Incident/Problem/Change is not progressing.

## Raising an Escalation

During business hours – Named contacts are available Monday – Friday 09.30 – 17.30 hrs, excluding Public Holidays.

Outside of business hours – For Bank Public Holidays and outside of Monday – Friday 09.30 – 17.30 hrs all requests for escalations should be made to the Exponential-e Service Desk who will then contact the relevant escalation level accordingly.

|  |  |  |  |
| --- | --- | --- | --- |
| Escalation Level | Position | Contact Details | Minimum time between escalation\* |
| Level 1 | Service Desk | Email: support@exponential-e.com  0800 1303 365 | 4 Hours |
| Level 2 | Service Desk  Manager | Email: support@exponential-e.com  0800 1303 365 | 4 Hours |
| Level 3 | Senior Support  Leader | Network & Voice  Email: Manish.Tankaria@exponential-e.com  020 7096 4051 | 16 Hours |
| Level 4 | Director of Engineering | Email: Chris.Christou@exponential-e.com  0207 096 4112 | 24 Hours |