Technical Tier 1 Support

1
Level One Support

Incoming Support Call

Input Customer Info

Customer Records

Qualified Customer?

Yes

Call Logged and ticket number generated by 1st level engineer

Call History, Bug Lists & Knowledge Base

2
Call Escalation

Problem Resolved?

No

Excalate call to 2nd level engineer, sitrep examination & troubleshooting

Problem Resolved?

Yes

No

Contact Supervising Management and Tag call as Priority One

3
Resolution

Yes

Ticket exceeded 4 hrs?

No

Yes

Tag call as over time quota, customer eligible for compensation

Log resolution and documentation

Close ticket and contact customer with resolution

Close Support Call