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From Bicom Systems Wiki

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Bicom Systems: Support & Escalation Procedures

SUPPORT CHARTER:

All customers should expect the following from support:

- All are resolved to achieve at least one of the following:
 - Customer is satisfied with the matter
 - Matter is explained as not being possible and why
 - Matter is defined as being a feature request for the Road Map
 - Matter is defined as being a feature request that the customer would like to speak to the Account Manager about to escalate
 - Matter is raised as a bug in the bug tracker and an indication of resolution is provided. A patch will be provided for critical bugs within 24 hours.
- All replies should be clear and understandable

What we ask for in return from all customers:

- An effort to provide clear descriptions of the issue
- That the customer replies in a timely manner until the matter is resolved

STANDARD SUPPORT:

The following are included in all Standard Support Contracts:

All support matters should be entered as a Ticket.

This can be done by sending an email to support@bicomsystems.com from your 'registered' email address. Non-registered emails will be lost, please see your Account Manager if you have more than one email address to register.

Tickets will be replied to within 24 hours on business days.

Hours of business are:

• Monday - Thursday: 7 AM CET / 2 AM EST – 6 AM CET / 1 AM EST
• Fridays: 7 AM CET / 2 AM EST – 10 PM CET / 5 PM EST
• Sunday – Monday: from 5 PM EST / 8 AM AEST - 1 AM EST / 4 PM AEST
• Weekends: "On-call" engineer (guarantees reply for EMERGENCY and URGENT tickets within 1 hour)

EMERGENCY TICKETS

In case you have an urgent issue that needs to be dealt with as soon as possible, please send a ticket to emergency@bicomsystems.com and enter "URGENT" in your ticket subject.

Please limit to matters where 50% of calls or more are unable to pass on the system.

NOTE: If trough investigation and troubleshooting, it is determined that the emergency was caused by a man-made error, or that it the issue was raised for a non-emergency issue, you may be subject to additional charges.

ONLINE CHAT

Online chat is available through your web login at www.bicomsystems.com/myaccount/ on the right-hand menu, bottom right.

Online Chat is preferable to tickets for the following reasons:

- EMERGENCY LIVE ISSUES
- Matters that require more explanation and a relay of conversation for which tickets may take longer

ESCALATION PROCEDURE:

The core mission of Bicom Systems is to satisfy its customers. We are committed to bringing high-quality support to our customers and partners. To accelerate and refine the troubleshooting process, we provided users with an effective support escalation system. The escalation process is designed to quickly resolve any issue and to provide the user with the information of every step which leads to the final solution. Each escalating case is assigned to a leader/manager, a person who is well trained to quickly and easily solve any problem that can occur.

We recommend the immediate initiation of a Support escalation process when there is a tangible impact on your production environment, or there is a high risk to the business operations.

Listed below are some examples of reasons to initiate an escalation:

- You feel that the problem has not been well understood by the Support team
- Support team didn't provide you with a solution that meets your standards and needs
- Frequently recurring or multiple related high-priority incidents where the priority is related to business impact and urgency
- There is a risk of potential or actual damage to the customer's or provider's reputation
- The problem that was resolved earlier started recurring and you don't know what caused it
- Data loss or risk of potential data loss
- You had a poor experience while working with our Support team (E.g. Bad language, poor understanding of the matter or any other inconvenience).

When you should not initiate Support escalation?

The Support escalation process is designed to assist in the most urgent cases. Please consider whether you have taken all the recommended steps before initiating the escalation process.

We do not recommend using the Support escalation procedure if:

- You have not contacted the support team before and don't have an open ticket regarding that issue
- The problem doesn't represent a big risk to your business
- Support team is already working on your problem and they did not exceed a reasonable timeframe

Escalation Level 1

Escalation level 1 is assigned to the Support Manager who will investigate the ticket in question and provide an update asap. Escalation level 1 can be initiated by sending an email to: supportmanager@bicomsystems.com

If the problem is not solved or the customer is not satisfied with the result, this process moves to Escalation level 2.

Escalation Level 2

Escalation level 2 is assigned to the Customer Service Manager who is responsible for evaluating the situation, facilitating the issue, and acting as an advocate on your behalf. After finding a final solution, the Customer Service Manager will contact you and provide you with the solution explanation. Escalation level 2 can be initiated by sending an email to: customerservice@bicomsystems.com

SUPPORT REQUIREMENTS

Requirements our customers must meet in order for Bicom Systems staff members to be able to troubleshoot issues, perform maintenance or apply custom patches to their system:

- Direct access from public IP is a must as it is not possible to perform troubleshooting, maintenance procedures or custom patches applications through screen sharing applications.

- Systems access details, public address, GUI username and password as well as systems root password for SSH and Setup Wizard login.
- For systems operating from LAN or behind a firewall these ports must be opened/forwarded:

Web GUI:

TCP: 80, 81, 443

SSH access:

TCP: 2020 for PBXware
TCP for Serverware: 2020, 2222

NOTE: Please be aware that ports mentioned here are only for full system access only. For full list of ports that have to be opened in order for your system to be fully operational, please consult our HowTo on the link below:

HOWTO Port Forwarding When System Behind A Router/Firewall

MAINTENANCE

Almost all of Bicom Systems customers have Support Contracts and not Maintenance. The difference between the two is quite simply put:

Support = you ask, we tell, you do

Maintenance = you ask, we do

If there is an FAQ and if the FAQ is clearly explained we have fulfilled our support obligations. If there is not an FAQ or further explanation is required for it to be understandable then we clearly need to provide further support service to achieve our goals.

If beyond this you would prefer us 'to do the work' we will where possible try to quote a reasonable timeframe to complete. There will however be some network matters that are simply beyond our intervention.

UNSUPPORTED MODIFICATIONS

Direct modifications of the hardware, base operating system or the database are not supported unless the instructions have been provided through our documentation. Unsupported modifications might lead to system failure as well as extensive data loss and server malfunctioning of the system.

Unless specific step-by-step instructions for such modifications are provided in official Bicom Systems documentation, any subsequent identification of issues and their reparation and will be charged for maintenance. The price will be calculated according to time Bicom Systems developers spent to troubleshoot the problem at the standard rates. Given the complicated nature of such items, it may take many hours just to identify the issue and the only course of reparation may be reinstallation and use of the most recent back-up.

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