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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 from Monday - Friday :

8 AM - 12 AM Central European Time (Paris Local Time)

1 AM - 6 PM Eastern Time (New York Local Time)

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 through 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:

Should the customer feel that a support item was not:

- understood
- given a satisfactory reply
- handled with the urgency required,

the following should be pursued:

Escalation Level 1

Please reply to the ticket, adding the Support Manager to the copy: supportmanager@bicomsystems.com and state the concern or additional request

Escalation Level 2

Please reply to the ticket, adding your Account Manager and/or making a phone call to the Account Manager.

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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