



SERVICE REQUEST PROCESS
AND
TECHNICAL SUPPORT REFERENCE GUIDE
DATE: FEBRUARY 8, 2016

1. Introduction

The goal of the Cameo Support Center (CSC) is to restore normal service operations as quickly as possible and minimize the adverse impact on business operations, thus ensuring the best possible levels of service quality and availability are maintained. This can only be accomplished when both Cameo and our customers follow a standardized process to request support.

2. Policy Overview

Cameo’s support policy is that we will provide support after a ticket, or case, has been opened. This allows us to triage the situation and assign the task to the next available qualified engineer. If a customer contacts one of Cameo’s engineers directly, either to request support or for Q&A, the engineer is required to direct the customer to open the support case online. Or, in the event of a hard down situation, the customer will be directed to phone in the request (see below for details).

Following the procedures outlined in this document will provide a clear audit and accountability trail for all parties. It will provide the best support to our customers, while enabling us to document and demonstrate our value.

The processes outlined in this document will provide a standard approach to the reporting of all incidents and ensure timely status to business stakeholders impacted by those incidents.

Finally, per the Cameo support agreement, we require direct Virtual Private Networking (VPN) access to the client’s network for support purposes. VPN access provides us immediate and direct access to the environment – which allows us to thoroughly troubleshoot issues – resulting in the quickest resolution. Occasionally, a customer will ask us to provide support via Webex. The two most common reasons for requesting support via Webex are: 1. “so our employees can watch and learn” (aka training), and 2. “for security purposes”. The signed support agreement between Cameo and the customer provides for VPN access and does not provide for Webex support. However, Cameo may, at our discretion, choose to use Webex, but we must ensure that the process does not slow down or inhibit troubleshooting and resolution. Therefore, if Cameo agrees to provide support via Webex, it will be under the following conditions: 1. We still have direct VPN access into the environment, and are using it. 2. The Cameo engineer will share his/her screen only (no audio conferencing). Unfortunately, we have seen too many occasions where customers engage the Cameo engineers in conversations that ultimately slow down the process – resulting in a longer outage, and inefficient use of Cameo’s time.

3. Registration for a Connect Wise Username

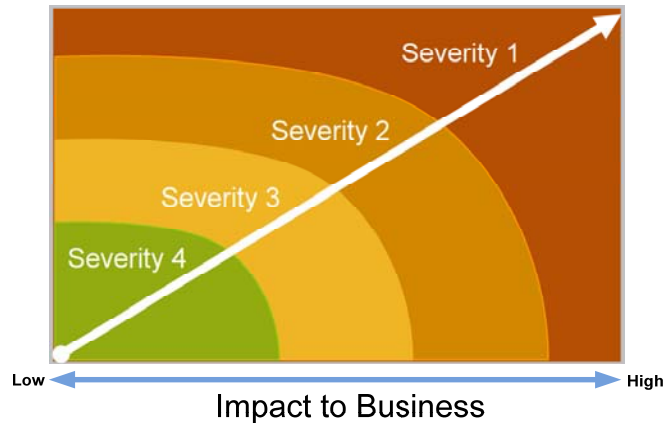
To open and manage cases online, you must first obtain a Salesforce.com (SFDC) username and password. To register for a SFDC username, go to the webpage <https://csc.cameosolutions.com>, and click on the “New User” link, or send an email to support@cameoglobal.com with the relevant information.



Once you have a username and password, you can log into the portal, and submit and manage Severity 3 and 4 cases online. However, before you open a case, one of the most important things to consider is the Severity of the issue. The CSC uses the severity to help prioritize the workload and assign tasks. Severity 1 cases are higher priority than Severity 2; and Severity 2 cases are higher priority than Severity 3; and so on. Please understand that when a

customer opens a Severity 1 case, the CSC may need to reprioritize the workload of the Network Operations Center (NOC) engineers. Therefore, it is extremely important that the proper Severity gets assigned.

The severity of the case describes how widespread and critical the issue is to the business operation.



4. Choosing the Severity of a Case

- **Severity 1** means an existing **system or application is down** or there is a critical impact to the business operation. The Customer and Cameo both will commit full-time resources 7x24x365 to resolve the situation. Severity 1 cases must be opened by phone.
- **Severity 2** means operation of an existing **system or application is severely degraded** or significant aspects of the operation are negatively impacted. The Customer and Cameo both will commit full-time resources Mon - Fri 7am – 7pm EST to resolve the situation. Severity 2 cases must be opened by phone.
- **Severity 3** means operational performance of the **system or application is impaired**, although most business operations remain functional. The Customer and Cameo both are willing to commit resources during Standard Business Hours to restore service to satisfactory levels. Severity 3 cases must be opened online.
- **Severity 4** means **information is required on product capabilities, installation, or configuration**. There is little or no impact to the customer’s operation. The Customer and Cameo both are willing to provide resources during Standard Business Hours to provide information or assistance as requested. Severity 4 cases must be opened online.

5. Contacting Cameo Support Center by Web

The first step is to log into Cameo’s customer portal at <https://csc.cameosolutions.com>. Once logged in, you will be able to manage all aspects of your case. You can create new cases, add comments, upload files, close cases, etc. You will also have access to all current and past cases.

Using the CSC portal

Follow the steps below to create a case using the CSC portal:

1. Log into the portal with your username and password
2. Click on the “Create New - Case” link in the left pane
3. Select the Case Reason from the drop down list
4. Select the Priority
5. Optionally, input a Cisco TAC Case Number and/or a Customer Reference Number (for reference purposes)
6. Enter the Subject
7. Describe the problem
8. Click on the “Submit” button.

Sample

Submit Submit & Add Attachment Cancel

Case Information | = Required Information

Case Owner Cameo Test
 Contact Name Cameo Test

Additional Information

Status New Case Reason Call Manager
 Priority Severity 4 TAC Case Number
 Customer Reference
 Number

Description Information

Subject Fast Busy Signal
 Description John Smith gets a fast busy signal when he dials extension 1234 (Cafeteria phone).

Optional

Send notification email to contact

Submit Submit & Add Attachment Cancel

Don't forget to click "Submit"

6. Contacting Cameo Support Center via email

The CSC understands that email is a quick and easy way to communicate. Although nearly everyone uses email for general correspondence, it wasn't created to be a case management tool. To best utilize emails, it should be used with the following guidelines:

Customers can use email to open a case by sending a message to: casemanagement@cameoglobal.com.

To expedite the processing of the service request, please include the following information in your email:

- Company name
- Problem Severity (See above)
- Contract Number
- Contact name
- Contact phone number
- Contact email address
- Product type (e.g. Cisco Call Manager, Unity, UCCX, etc.)
- Brief problem description

7. Opening a Service Request by Phone

You can open a Severity 1 or Severity 2 case by calling: **1-800-978-3163**

The CSC phone number is answered by a live representative 7x24x365. The agent will ask for the following information:

- Company name
- Problem Severity (See above)
- Contract Number
- Contact name
- Contact phone number
- Contact email address
- Product type (e.g. Cisco Call Manager, Unity, UCCX, etc.)
- Brief problem description

The agent will then relay the information to an engineer.

8. Escalating

If you do not believe that adequate progress is being made or that the quality of the CSC service is satisfactory, we encourage you to escalate the problem to the appropriate level of management

CSC Escalation Guideline

Elapsed Time	Severity 1	Severity 2	Severity 3	Severity 4
30 Minutes	Duty Manager			
1 Hour	Technical Director	Duty Manager		
2 Hours	Practice Manager	Technical Director		
4 Hours	EVP/ CTO	Practice Manager		
24 Hours (3 Business Days)		EVP/ CTO	Duty Manager	
32 Hours (4 Business Days)			Technical Director	Duty Manager

Severity 1 and 2 escalation times are measured in calendar hours — 24 hours per day, 7 days per week. Severity 3 and 4 escalation times are measured against Cameo’s standard support hours of 7a–7p, M–F ET.

The CSC will validate the Severity of the incident and determine whether or not the incident requires an escalated rating of a Severity 1 or Severity 2.

For Severity 1 and Severity 2 incidents, the lead engineer and/or incident manager will establish a conference bridge and disseminate the information to all concerned parties.

Level	On Bridge	Awareness Notification	Who owns
Sev 1 - Critical	15 Minutes – All Hands	Every 60 minutes from start	Incident Manager
Sev 2 - Major	30 minutes – Engineering team	Every 120 minutes from start	Incident Manager
Sev 3 - Minor	NA	TBD	Engineer

9. Revision History

Date of Change	Version	Responsible	Summary of Change
2/8/2016	2.2	DH	Format updated, support references updated

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