

# Cameo Global Support Procedure

*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 is best accomplished when we follow a standardized process to request services.*

## Reporting an Incident

Incidents are defined as an unplanned interruption or degradation in the quality of an IT service. Cameo's support policy is that we will provide Incident support after a ticket 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. In the event of a hard down situation, the customer will be directed to phone in the request (see below for details). *We require direct Virtual Private Networking (VPN) access to your network for immediate and direct access to the environment for the quickest resolution.*

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.

## Identify Your Severity Level

You are required to indicate a Severity level to describe how wide-spread and critical the issue is to your business operation. Please use the severity level chart provided for a better understanding of the choices.

The CSC uses the severity level to help prioritize the workload and assign tasks. Severity 1 cases are higher priority than Severity 2, 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.

**Severity 1 and 2 must incidents be reported and opened by phone at 1-800-978-3163.**

Your contract number for Severity 1 and Severity 2 incidents is:

<XXXXXXXXXX>

**Severity 3 and 4 tickets must be opened in the Cameo Support Center portal. <https://csc.cameosolutions.com/support>**

## Choosing the Severity of Your Case

**Severity 1** - An existing system or application is down or there is a critical impact to the business operation. **More than 75% of individuals, sites or devices are not functional and operations are very limited.** Together, our teams require full-time resources 7x24x365 to resolve the situation.

**Severity 2** - Operation of an existing system or application is severely degraded or significant aspects of the operation are negatively impacted. **More than 50% of individuals, sites or devices are impacted and are not fully functional.** Together, our teams will commit full-time resources Monday through Friday 7am to 7pm EST to resolve the situation.

**Severity 3** - Operational performance of the system or application is impaired, although most business operations remain functional. The impact is an inconvenience. Together, our teams are willing to commit resources during standard business hours to restore service to satisfactory levels.

**Severity 4** - Information is required on product capabilities, installation, or configuration. **There is little or no impact to your operation.** Together, we are willing to provide resources during standard business hours to provide information or assistance as requested.

## Reporting a Severity 1 or Severity 2 Incident by Phone

You can open a **Severity 1** or **Severity 2** ticket anytime 7x24x365 by calling: **1-800-978-3163**

The agent will ask for the following information:

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

The agent will then relay this information to an engineer.

## Reporting a Severity 3 or Severity 4 Incident Online

1. Login to the CSC portal on the web at <https://csc.cameosolutions.com/support>.

*Note: You must pre-register to use the portal. You will need a username and password. If you have not done this and must report an incident quickly, then see instructions below for using email. To learn how to register and manage your tickets online see the instructions below for managing your tickets online.*

2. Click on the Create Ticket button. *Select service needed (case reason) button.*
3. Describe Title and Problem. *Use customer reference number/Cisco TAC Case Number.*
4. Verify the Contact Details for this ticket. *Submit.*
5. Take note of the ticket number as that ticket will be used until resolution.

## Managing Your Tickets Online

### Setup, Registration, and Login

To obtain a username and password for the CSC portal, please contact the Cameo Support Team ([support@cameoglobal.com](mailto:support@cameoglobal.com)).

*Once logged in, you will be able to manage all aspects of your case. You can create new Severity 3 and 4 tickets, add comments, upload files, close tickets, and more. You will also have access to all current and past tickets.*

### Manage an existing ticket using the CSC portal

1. Log into the portal with your username and password
2. Click on the "Tickets" button
3. Use the "Search By" window to quickly search by Ticket #, keywords or ticket Contact info
  - a. The "search by" function can also be expanded to include more complex search criteria – click on the "Show More" button
4. Click on the "Search" button.
5. Click on the desired ticket # in the search results to view ticket activity, status, etc.

## Other Ways to Get Incident Support

### 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.

Customers can use email to open a case by sending a message to [support@cameoglobal.com](mailto:support@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

### Incident Ticket Escalation

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 request an escalation. Please call 1-800-978-3163, provide your contract and ticket # and let the agent know that you would like to have the ticket escalated. **Please see your Cameo Support Agreement for additional details.**

### Open a Service Request

Service Requests are defined as formal requests for information, to provide a service or access to an IT service.

Service Requests are categorized as either Elective (ESR) or Standard (SSR).

Elective Service Requests are funded by a Cameo Block of Time agreement (pre-paid professional services). **Please see your Cameo Support Agreement for additional details.**

ESR's include:

- user requests for information, advice or consultation

Standard Service Requests *may* be included in your Cameo Support Agreement. **Please see your Cameo Support Agreement for additional details.**

SSR's include:

- MACD (Moves, Add, Changes, Deletions)
- A standard change (pre-approved change that is low risk or relatively common)
- Access to an IT service

If you would like to open a Service Request ticket with Cameo Global:

1. Log into the CSC portal with your username and password
2. Click on the Create Ticket button. *Select service needed (ticket reason) button.*
3. Describe Title and Description of services being requested.
4. Verify the Contact Details for this ticket. *Submit.*

Alternately, customers can use e-mail to open Service Request tickets by sending an e-mail message to

[ServiceRequest@cameoglobal.com](mailto:ServiceRequest@cameoglobal.com)

Please include the following information when opening a ticket by e-mail:

- Company name
- Contact name
- Contact phone number
- Contact email address
- Product type (e.g. Cisco Call Manager, Unity, UCCX, etc.)
- Brief description of the service request