



CloudHesive
securing your enterprise *in the cloud*

Customer Service Portal Handbook

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Overview

The purpose of this document is to describe the processes for customer contacts to able access the CloudHesive Support service portal, as well as to create and respond to service tickets.

Authorization

Approved customers contacts are authorized to follow the steps in this document.

Assumptions

This document assumes that customer contacts have internet access, are familiar with using a web browser to navigate the internet and basic web-portal access.

Audience

This document [is intended for](#) customer contacts in the course of needing to create service tickets with CloudHesive support team.

Applies To

This document applies to CloudHesive's Customer Service Portal powered by NetSuite.

Communication

When customer contacts change, customer agrees to inform CloudHesive via a service ticket so that CloudHesive [Support team](#) can make the necessary access changes.

Ongoing Maintenance

Whenever NetSuite provides a service portal update, changes should be made to this document to account for new features or changes.

Quality Controls

Periodically CloudHesive support team will review NetSuite updates for any changes or updates that maybe needed.

Authorized Users

Two (2) authorized service portal users will be defined during the customer onboarding process by the primary customer contact and listed approver.

Subsequent users can be requested by way of a new service ticket by the authorized approver contact, up to a maximum of five (5) authorized users.

Customer Contact Offboarding

As customer employee attrition occurs and service portal restriction is required it will be the responsibility of the customer to inform CloudHesive via the creation of a new ticket of such an event. CloudHesive will make every effort to discontinue the offboarded employee's access as quickly as possible.

Customer Service Portal (Go-Live Saturday, 21st September 2019)

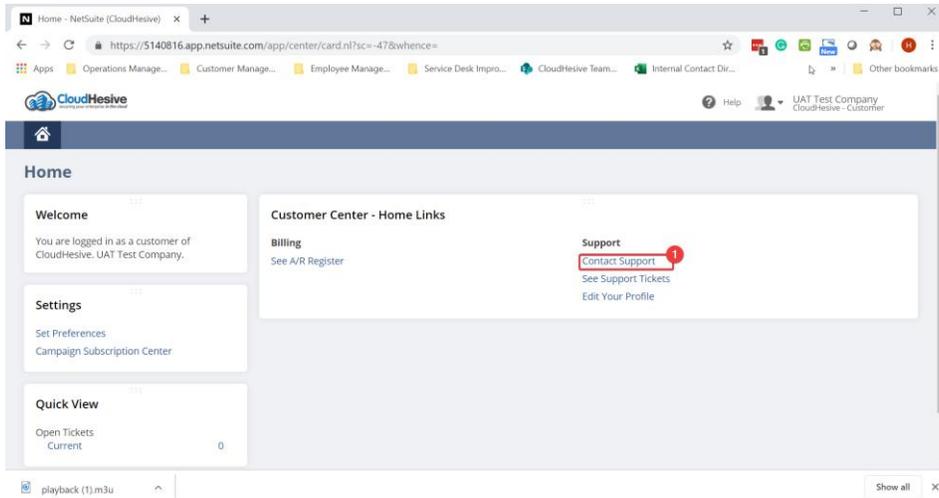
Service Portal Access

Navigate to URL <https://support.cloudhesive.com>

Use your customer credentials to login to the service portal

Creating a new service ticket

1. From the Customer Service Portal - Home Page select "Contact Support"



2. A blank service ticket will appear as shown below.



How to complete a new service ticket

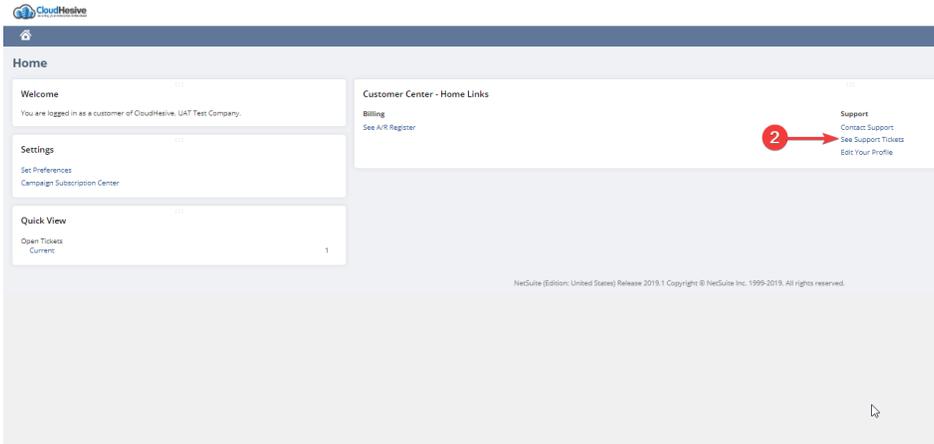
1. Enter a summary of your request in the Subject field.
2. Select a severity level from the Severity drop-down.
3. In the Message box enter a description of your need.
4. Click [Submit] to submit your ticket and our CloudHesive team will be notified.

The screenshot shows the CloudHesive Ticket creation interface. At the top left is the CloudHesive logo. Below it is a 'Ticket' header with 'Submit', 'Submit & Close Case', and 'Reset' buttons. The form is divided into several sections:

- SUBJECT:** A text input field containing 'New Server Build' with a red circle '1' next to it.
- SEVERITY:** A dropdown menu with 'Service Request (Severity 3)' selected and a red circle '2' next to it.
- INCIDENT TIME:** '9:46 am' with a red circle '4' next to it.
- STATUS:** 'Dispatch needed' with a red circle '4' next to it.
- PROPERTY:** A dropdown menu with 'Severity 2 (Urgent)' selected.
- OWNER:** 'Web'.
- INCIDENT DATE:** '8/6/2019'.
- INTERACTIONS:** A section with a 'MESSAGE' header and a text area containing 'Request for a new Windows Server in Production environment' with a red circle '3' next to it.
- Buttons:** At the bottom left, there are 'Submit', 'Submit & Close Case', and 'Reset' buttons, with a red circle '5' next to the 'Submit' button.

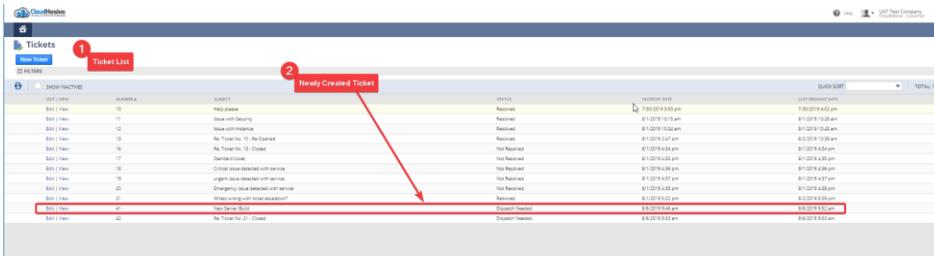
How to review existing service tickets

1. From the Customer Service Portal - Home Page select "See Support Tickets" as shown below.



Reviewing recently created tickets

1. From the Ticket List you should now see your recently created ticket. See example below.
2. Double-clicked the ticket to review and respond as needed.



Additional Customer Support Documentation

- CloudHesive Holiday Schedule

- Customer Support Process
- Change Management Process

Can be found at <http://www.cloudhesive.com/support>