

Customer Service Portal Handbook

Heath Jones 8/8/2019

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Revision History

Revision	Description	Author	Authored Date	Approver	Approved Date	Released By	Release Date
1	Initial	Heath Jones	August 8, 2019		August 8, 2019		August 8, 2019

References

Location	Filename	Title	Version	Source

RACI Model

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 <u>is intended for</u> 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 $change_{z}$ customer agrees to inform CloudHesive via a service ticket so that CloudHesive <u>Support</u> 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 <u>https://support.cloudhesive.com</u> 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"

Home - NetSuite (CloudHesive) × +			
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Welcome	Customer Center - Home Links		
You are logged in as a customer of CloudHesive. UAT Test Company.	Billing See A/R Register	Support Contact Support	
Settings		See Support Tickets Edit Your Profile	
Set Preferences Campaign Subscription Center			
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2. A blank service ticket will appear as shown below.

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Ticket		
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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.

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How to review existing service tickets

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

Customer Center - Home Links Billing See AR Register	Support Contact Support
2	See Support Tickets Edit Your Profile
NetSuite (Edition: United States) Release 2019.1 Copyright @ NetSuite Inc. 1999-201	9. All rights reserved.
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	Cussomer Center - Home Links Bing See A.R Regeer YesSure [Edition: United States] Release 2019.1 Copyright @ NetSure In: 1999-201

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.

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Ball (Vi	w 10	Help please	Reported	7/90/2019 8:50 pm	7/30/2019 4/02 pm		
Edit We	ar 11	Issue with Security	Repolved	8/1/2019 10:15 am	8/1/2019 10:26 am		
Edic We	ar 12	inue with instance	Recoived	8/1/2019 10:31 am	Br1/2019 10:25 am		
Balk We	w 13	Re: Ticket No. 10 - Re-Opened	Repolved	8/1/2019-2147 pm	8/2/2019 10.88 am		
Balk We	er 16	Re: Toket No. 13 - Closed	Not Reported	8/1/2019-4:34 pm	8/1/2019 4.54 pm		
Edic We	na 17	Standard ticket	Not Received	8/1/2019.2:35 pm	8/1/2019 ± 25 pm		
Edit We	w 18	Critical issue detected with service	Not Reserved	8/1/2019-4/36 pm	8r1/2019 4 84 pm		
Balk We	er 19	urgent issue detected with service	NetReprived	8/1/2019-4:37 pm	8/1/2019 4.37 pm		
Edit We	ar 20	Emergency issue detected with service	Not Recoived	8/1/2019-4:38 pm	8/1/2019 4:30 pm		
Edit Ve	w 21	Whats wrong with ticket escalation?	Resolved	8/1/2019/9/22 pm	8/2/2219 9:09 pm		
Birk Me	42	New Server Build	Dispatch Needed	8/8/2019 3146 am	8/6/2219 9.52 em		
Edit Ve	42	Re: Toket No. 21 - Closed	Dispatch Needed	8/6/2019/9/53 am	06/2019/9:53 am		

Additional Customer Support Documentation

• CloudHesive Holiday Schedule

- Customer Support Process
- Change Management Process

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