

PlusNet Support Services

Service Access: Process, Contact Information & Support Guide

Service Delivery

1. Initiate Service Request

Once the coverage period begins, PlusNet Support services are accessible by the End User Customer or PlusNet BusinessPartner via a phone line by calling your country number in the enclosed 'Contact Details' list, or alternatively use the Web Ticketing Portal

2. Contact PlusNet Support Centre

2.1. When you telephone the PlusNet Support Centre via the numbers provided below, you will be welcomed and asked about your incidence. The easiest way to log a non urgent issue with PlusNet is to use the Web Ticketing System (see Step 5).

2.2. An PlusNet Certified Engineer will answer your call. To expedite your service request, please provide our associate with key information needed to open a case and find a solution for your problem.

The key information should include the following:

Maintenance Code

Location Code provided by PlusNet that identifies the customer, supported equipment and location (this code is different for each supported site and different to the BusinessPartner's own Functional Location).

Contact Information

Customer contact information in case the connection is lost and the PlusNet associate needs to call back, otherwise the contact identified during registration will be used.

End User Customer Name

Customer Company Name for record verification.

Site Address

The physical address where the equipment is installed for record verification.

Brief Description of the Problem

Including the following information will help PlusNet to diagnose the problem:

- The symptoms of the problem
- Current system configuration
- Description of the malfunction.

Severity Level

An indication of the degree of the failure based on the levels defined in the Service Description.

3. Create A Case

The PlusNet Certified Engineer will provide you with a case number. We will use this to track your request. Subsequent calls or status requests for that trouble should reference this case number. You can use the web ticketing tool to check the status of your case. PlusNet will internally escalate the case to higher support levels as required to resolve the problem, see Step 4.

4. Working Technical Cases

4.1. PlusNet will use reasonable efforts to remotely resolve the problem.

4.2. Cases will be managed and escalated according to the level of technical knowledge required and the Support status of the product and its release.

4.3. Within two hours from receipt of your service request our engineer will be working on your case if the problem has been identified as a "Major Failure".

4.4. For minor failures or other enquiries, we will use reasonable effort to respond to you within the next business day.

5. PlusNet Web Ticketing

PlusNet has introduced a new web-based support service, the PlusNet Web Ticketing system that has been designed to enable customers to create, edit and review trouble tickets online quickly and efficiently. The system allows companies who have an existing PlusNet maintenance or service and support agreement, to notify PlusNet of support issues or track trouble tickets via the internet.

The PlusNet Web Ticketing System provides users with an alternative method for trouble shooting, reporting and monitoring trouble tickets. It offers effective system transparency – users interact with the same case tracking system that PlusNet’s own technicians use.

It also allows users to report a trouble or check the status of a case without having to make a telephone call. Users can, of course, continue to use the telephone to report high priority tickets – receiving a prompt and appropriate personalized response.

PlusNet Web Ticketing System Benefits include:

- Access to trouble ticket information 24 hours a day, 7 days a week.
- Scalability and customization based on ease of access through the creation of sub-accounts.
- Ability to create, update and review trouble tickets easily, 24 hours a day, 7 days a week.
- Ability to view and track individual or multiple trouble tickets.
- Ability to manage trouble tickets based on local, regional or global views.
- Availability of real-time report data.
- Access via a single web-address, and not multiple telephone numbers.
- Use as a “trigger” tool to notify of ticket and escalation issues.

To gain access to PlusNet’s Web Ticketing service, go to:

<http://labs.plusnetsolutions.com:7778/otrs/customer.pl>

6. PlusNet File exchange service.

PlusNet will provide a login access to its FTP servers in order to support big trace-files exchange.



Contact Details (Spain)

Email: support@plusnetsolutions.com

One Telephone Business Hours (09:00-18:00 Mon-Fri): +34 91 754 46 03

Out of Business Hours Support: +34 671 03 67 07

Support Web: <http://labs.plusnetsolutions.com:7778/otrs/customer.pl>

About PlusNet

PlusNet Solutions provides Contact Center technology solutions to resolve business problems for enterprise customers; allowing them to increase revenue, decrease costs and improve efficiencies. Our company lab has running instances of Avaya Communication Manager, Cisco Call Manager, NICE, Avaya

Dialers, Altitude uCI, Avaya IVRs, Nuance and Loquendo for testing and development. Avaya Certified Business Partner. Avaya Devconnect Premium Partner. Cisco Certified Business Partner, Loquendo Certified Delivery Partner, Altitude Certified Business Partner, Nuance Certified Delivery Partner.

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