

# Tiered Support Defined



**Tier-One** Support handles all non-technical customer service related issues regarding; upgrades, new purchases, downloads, replacement components, license codes, etc.

Tier-One-Support also provides answers to common questions and problems with our products that are documented in our Knowledge base or template responses. If a problem cannot be resolved by Tier-One it is escalated to Tier-Two-Support. Tier-One qualifies calls which require escalation and directs the customer to the appropriate personnel at the next tier.

Partner-Tier-One-Support is limited to the successful installation of the software. When appropriate, issues are escalated to Tier-Two.

**Tier-Two** provides support beyond the successful installation of the software including; Providing guidance and expertise regarding how the software works, Removal and/or reinstallation, Troubleshooting of reported issues. If a remedy is not immediately available Tier-Two seeks a work-around which will allow the customer to continue to work in our software.

If troubleshooting reveals a defect, use internal systems to report issues to QA, track progress and follow-up with the customer.

In addition to providing the above support services to our customers, Partner-Tier-Two-Support uses the "escalation process" to either escalate issues beyond Partner Support's understanding or to report a defect Partner-Tier-Two-Support determines to be a legitimate defect.

At **Tier-Three** Senior Support Analysts communicate directly with designees from QA and/or Development. The customer is often, but not always a high profile or corporate client with a multi-user license.

Often a Tier Three Support Analyst will liaison between the Customer and Development driving research, documenting, troubleshooting, testing and reporting results to QA/Development then following-up with the customer, often with information, a patch or update that addresses the issue.

Tier Three Analysts also monitor and oversee ongoing technical support issues in the lower two tiers to insure rapid resolution and detect any broader problem or issue within our software.