



Service Level Overview

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1.0 Introduction

This document outlines the Operational and Business processes between Virsae and Virsae Partners and / or End User Customers in support of Virsae Service Management (VSM). Virsae Service Management is a cloud-delivered Unified Communication Service Management platform that enables service organizations (Virsae Partners) to better service and support their customers, and for End User Customers to gain better use of their UC and Contact Centre systems.

Virsae is fully committed to supporting its Partners and End User Customers, and this document outlines how Virsae works together with its Partners and End User Customers for best outcomes.

More information about Virsae services can be obtained from our website at:
<http://www.virsae.com>

1.1. Contact email details

Purpose	Email address
Technical support requests	support@virsae.com
Submission of quotations	quotes@virsae.com
Placement of orders	orders@virsae.com

2.0 Service Support

Virsaе employs a four-tier support model. How this model is applied is dependent on whether Avaya has resold the service to an Avaya Business Partner or an Avaya End User Customer.

2.1. Four Tier Support Model

2.1.1. Tier 1 (End User Customer Help Desk)

This is the initial support level responsible for basic Partner or End User Customer issues. This level should gather as much information as possible from the end user. The information could be the report name, error or warning message displayed on the screen, logs files, screen shots, any data used by the end user or any sequence of steps used by the end user, etc. Once identification of the underlying problem is established, the Tier 1 engineer or administrator can begin sorting through the possible solutions available. This includes assistance with navigating around menus. Personnel at this level have a basic to general understanding of the service.

2.1.2. Tier 2 (Partner NOC Engineer or Virsaе Service Desk working with End User Customer Help Desk)

Engineers at this level are responsible for investigating issues that cannot be resolved at Tier 1. They confirm the validity of the issue by reproducing it and seeing it for themselves, they run tests, diagnostic routines and look for known solutions. Problems resolved at this level may include replacement of the appliance, correction of configuration settings and connectivity. If the problem cannot be resolved at this level, then the Tier 2 engineer will open a ticket with Virsaе Tier 3.

2.1.3. Tier 3 (Virsaе Service Desk)

This is the highest level of support outside of the Virsaе development team and denotes expert level troubleshooting, access to advanced diagnostic tools and analysis methods. The Tier 3 team can analyze the issue using information from Tier 1 and Tier 2. In some instances, problems are also sent to the developers for in-depth analysis. This group is responsible for designing and implementing the course of action in conjunction with the Virsaе's or Partner's Tier 2 engineers.

2.1.4. Tier 4 (Virsaе Developers)

The fourth level represents an escalation point into the Virsaе development team. Research & Development is needed to resolve issues at this level. The developers will work in conjunction with Tier 3 to produce a resolution.

2.2. Incident Management Process

All Tier 2 and Tier 3 support requests should contain the following information:

- ✔ Description of the incident
- ✔ Priority of the incident (see severity definitions in section 3.2)
- ✔ Customer the incident affects or 'All'.
- ✔ Time of the incident if in the past, or explanation that the incident is currently ongoing
- ✔ Screenshot of any errors being generated
- ✔ Browser type and version being used e.g. Internet Explorer 11
- ✔ Contact person details – Phone, Email.

2.3. Escalation, Service Support

Should an incident require escalation, please email support@virsae.com with the details of this escalation, or for critical escalations use the contact details below:

Name	Position	Email	Phone
Geoff Weeks	Customer Success Manager EMEA	geoff.weeks@virsae.com	+447377727178
Ray Bracht	Customer Success Manager NA	Ray.Bracht@virsae.com	+17632133258

Name	Position	Email	Phone
Carl Pamplin	Global Operations Manager	carl.pamplin@virsae.com	+64272066190
Ross Williams	Chief Operating Officer	ross.williams@virsae.com	+64274926724

Note: For critical escalations it is recommended that Virsae is contacted via telephone first to mitigate any unforeseen delays in email notification.

Please refer to Section 3, Service Level Objectives, for a full list of target response times.

2.4. Replacement VSM Collector hardware

In most cases the Partner or End User Customer only requires Virsae to supply the software client. However, where Virsae has supplied a turnkey VSM Collector, the elapsed time between a Partner or End User Customer making a request and Virsae shipping a replacement VSM Collector or part thereof is two business days.

Please refer to Section 3, Service Level Objectives, for a full list of target response times.

3.0 Service Level Objectives

3.1. Service Level Targets

Virsaе will endeavor to meet the following Service Targets:

Service Attribute	Attribute Definitions	Service Target	Coverage
Response Time	The elapsed time between the detection of an alarm condition, or Partner / End User Customer reporting an Incident to Virsaе, and confirmation to originating party that initial diagnosis has begun.	Severity 1: 1 Hour Severity 2: 2 Hours Severity 3: 8 Hours Severity 4: 16 Hours	24 x 7 x 365 24 x 7 x 365 Business Hours Business Hours
Progress Updates	The frequency, after the initial response time, of progress updates for a reported Incident.	Severity 1: 1 Hour Severity 2: 2 Hours Severity 3: On Clearance Severity 4: On clearance	24 x 7 x 365 24 x 7 x 365 Business Hours Business Hours
Advanced Parts	The elapsed time between a Partner / End User Customer making a request and Virsaе shipping a replacement hardware part.	2 Business Days	Business Hours

Note: Business Hours in table above are End User Customer local business hours.

Service Targets do not apply to any performance or availability issues:

- ✔ Due to factors outside Virsaе’s reasonable control.
- ✔ That resulted from the Partner’s, End User Customer’s or third party hardware, software or networks.
- ✔ That resulted from actions or inactions of a Partner, End User Customer or third party.
- ✔ Caused by a Partner’s or End Users Customer’s use of VSM after Virsaе advised to modify its use of VSM.
- ✔ Attributable to operating conditions such as installing the VSM Collector outside of an environmentally controlled computer room or data center.
- ✔ In instances where remote access to the VSM Collector is not available to Virsaе engineers.
 - Note: Depending on the nature of the issue this may apply to the Software-only VSM Collector. since the VSM Collector operating system is not owned by Virsaе and there will be a greater reliance on End User Customer / Partner to assist with remote access.
- ✔ During beta and trial services.

3.2. Incident Priority

Priority	Impact	Definition	Examples
1	Critical Impact	Critical situation affecting service availability to all customers.	Unplanned system outage with total loss of functionality affecting the Partner and End User Customer/s.
2	High Impact	Significant functionality and/or performance issues creating substantial business impact for Partners and End User Customers.	Frequently used system functionality unavailable for a large number of users with no work around available. Substantial data corruption or errors. System performance substantially impaired.
3	Medium Impact	Medium impact problems with no significant business impact to Partners and End User Customers.	Non critical functionality affected and a work around is available. Minor or intermittent performance issues. Minor or intermittent data corruption or errors. Minor or intermittent application bugs.
4	Low Impact	Low impact problems have no business impact to Partners or End User Customers.	Functionality fixed but waiting for permanent Fix. Problems awaiting a scheduled bug fix.