

# Cyara Customer Response

## SUPPORT ESCALATION GUIDE

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Version 1.3

## **DOCUMENT CONTROL INFORMATION**

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## 1. Overview

This Communication and Escalation Guide describes Cyara Support workflows for Cyara Cloud offerings. It describes the process for communicating and escalating planned and unplanned maintenance activities.

## 2. Cyara Customer Response

Cyara Customer Response’s mission is to provide the best customer experience with Cyara Support services 24x7x365. This document focuses on defining severity levels, target response, target resolution times, incidents, and the escalation process.

Cyara Support Services are provided in accordance with Cyara Master Service Agreement, and terms defined in this document.

Cyara Customer Response ensures availability of the following resources for Cyara customers:

Cyara Support Email 24x7x365	<a href="mailto:support@cyara.com">support@cyara.com</a>
Cyara Support Portal 24x7x365	<a href="https://support.cyara.com">https://support.cyara.com</a>
Cyara Knowledge Center	<a href="https://support.cyara.com">https://support.cyara.com</a>
Cyara Support Hotline 24x7x365	Please refer to Section 4.3
Cyara Status Page	<a href="https://status.cyara.com">https://status.cyara.com</a>

## 3. Definitions

- **Designated Contact:** A named customer resource who has permission to open tickets on behalf of the customer.
- **Response:** An email response is automatically generated to acknowledge that the Ticket has been received.
- **Response Engineer:** When a new Ticket is submitted, it is assigned to a Cyara Customer Response Engineer, who will be working on the ticket until resolution.
- **Resolution:** a Ticket that has been opened by a Cyara customer, has been resolved.
- **Unplanned Incident:** an unplanned event on Cyara Cloud infrastructure that may or may not cause service interruption for Cyara customers. Such events include Carrier



Outages, Hardware related Outages, Network Related Outages, Outages caused by Software defects, unplanned work.

- **Planned Incident:** a planned event on Cyara Cloud infrastructure that may or may not cause a service interruption for Cyara customers. Such events include a planned work performed by Cyara Cloud Operations, which has been scheduled and published on Cyara Status Page
- **Software Defect:** a design or behavior that impacts or decreases a usability of the product
- **Escalation Path:** a sequence of communication channels to use in order to increase visibility around the Ticket.
- **Root Cause Analysis (RCA):** Following the Unplanned Incident Cyara will prepare and provide a Root Cause Analysis via Support Ticket when requested by a customer.

## 4. Contacting Cyara Customer Response

Please use one of the following methods to contact Cyara Customer Response. Remember that only your Designated Contacts can open, update and close tickets.

### 4.1. Email

[support@cyara.com](mailto:support@cyara.com)

### 4.2. Web

Cyara Customer Response website can be accessible via the Help link on Cyara Web Portal. The following link can be used to access support directly:

<https://support.cyara.com>

### 4.3. Support Hotline

Cyara Customer Response provides an ability to report **Unplanned Incidents** over telephone.

USA: +1 855 843 4662

UK: +44 808 164 4453

Australia: +61 1800 953 154



## 5. Managing Support Tickets

### 5.1. Requester Responsibilities

Customer contacts who are tasked with contacting Cyara Customer Response are expected to fulfill the following responsibilities:

- Must report each individual issue or question in a separate ticket
- Must provide an accurate description of the issue or a request
- Must have technical understanding of Cyara and be adequately trained to use Cyara Testing Platform
- Must provide a detailed business impact for Sev2 or Sev1 tickets
- Must respond in a timely fashion according to the Severity of the ticket if the Cyara Customer Response Engineer requires additional information for investigation
- Must be able to provide information that may be requested by Cyara Customer Response Engineer

Before opening a ticket please refer to the following table to identify if an issue is related to the area of responsibility of the Cyara Customer Response:

Type of an issue	Point of Contact
Cyara Products and Pricing information	Marketing / Customer Success
Cyara Academy/Certifications	Customer Success
Questions related to IVR / Contact Center software	IVR / Contact Center vendor
Questions related to Custom built/ 3rd party software	The 3rd party vendor

### 5.2. Collecting Information

Before opening a Support ticket Customer needs to collect the following information:

- Cyara Hosted Portal

There are 3 major Cyara hosted portals:



- US/NALA: [www.cyaraportal.us](http://www.cyaraportal.us)
- AUS/ANZ: [www.cyaraportal.com](http://www.cyaraportal.com)
- UK/EMEA: [www.cyaraportal.co.uk](http://www.cyaraportal.co.uk)
- Problem description

A clear description of the issue observed by a user.

- UI & Access issues
  - Account Name or ID
  - User Name or ID
- Test Cases/Campaigns:
  - Link to a problematic Test Case or Test Case Export
  - Link to a problematic Campaign Results
  - Screenshot demonstrating the issue when necessary
  - Export of the test case if info above is not available
- Velocity:
  - A link to a problematic CX Model
  - A name, link, or export of Data Set if used
  - Screenshot demonstrating the issue when necessary
- OmniChannel:
  - Link to a problematic Test Case or Test Case Export
  - Link to a problematic Campaign Results
  - Screenshot demonstrating the issue when necessary

### 5.3. Opening a Support Ticket

1. Being logged in to one of Cyara regional portals navigate to Help link on the bottom of the page or open <https://support.cyara.com>
2. On the Cyara Knowledge Center homepage click “Submit a request” button
3. On the “Submit a request” page select a topic for your ticket
  - 3.1. Report An Incident - Standard form to report all product issues
  - 3.2. As a Question - Ask a question about Cyara products or services
  - 3.3. Manage My Account - Make changes to Cyara Account
  - 3.4. Manage My Load Test - Submit a request to make changes to a Load Test
  - 3.5. Submit a Feature Request - As support to submit a feature request to Cyara Product Team
4. Fill out a corresponding ticket form
5. Attach supplemental information or files
6. Press submit button

An automatic email with the Ticket number will be generated by Cyara Support system to confirm that the ticket is created.

## 5.4. Assigning Priority

**Severity 1 (Critical):** An issue or software defect that results in a complete outage of Cyara Services, and no workaround is currently available.

- Cyara Web Portal is unavailable
- Cyara Services are down
- Critical functionality is broken or customers' data is corrupted

**Severity 2 (High):** An issue or software defect significantly impacts Cyara Services or product functionality.

**Severity 3 (Medium):** An issue or software defect does not impact Cyara Services or main product functionality. Platform usability is not impacted or a valid workaround is available.

**Severity 4 (Low):** An issue or software defect exists, but doesn't impact Cyara products usability or availability of Cyara Services.

## 5.5. Closing a Ticket

Customers can mark tickets as solved at any time by pressing the "Solve" button on the web interface.

In case Cyara Support Engineer has already offered a solution a ticket will be placed into a Pending status, and will be moved into a Solved status in 7 days, if no response or follow-up is received from the customer.

A ticket will be automatically moved into Closed status in 7 days if no follow-up from the customer is received.

**Note:** Closed tickets cannot be reopened. Instead a follow-up ticket can be created, which is automatically linked to the original ticket.

## 5.6. Contacting Support Hotline

Customer may call Cyara Support hotline to report Severity 1 or Severity 2 issue.

# 6. Service Levels

## 6.1. Support Tickets

Cyara Customer Response uses the following timelines for reviewing product related inquiries reported in Support tickets:





Service Level Measure	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response Time	4 hours	8 hours	8 hours	1 business day
Restoration	24 hours	48 hours	4 business days	N/A
Updates	4 hours	Daily	None	None
Working hours	24x7	24x5	8x5	8x5

### 6.2. Cyara Load Tests Bookings

Cyara cloud services may include the Cyara Cruncher Subscription. This service offering requires customers to book their Cruncher campaigns prior executing them.

The Cyara Support team applies the following service levels for processing Load Test Bookings:

Cyara Approval by the Load Test Capacity and Lead Time				
	<350 Ports	<500 Ports 4 Hrs Lead	<500 Ports <4Hrs Lead	>500 Ports 4 Hrs Lead
Business Hours PSTN	Immediate	Immediate	1 Hour	N/A
Business Hours C3	Immediate	Immediate	1 Hour	N/A
Non-Business Hours PSTN	Immediate	Immediate	1 Hour	Immediate
Non-Business Hours C3*	Immediate	Immediate	1 Hour	Immediate

\* C3 Contract required

Cyara Cruncher User Workflow:

- All Load Tests have to be scheduled ahead of time prior to execution;
- Load Tests up to 350 ports are available for Cyara clients at any time;
- Load Tests up to 500 ports are available for Cyara clients any time outside of Business Hours;
- Load test booking are done in the Load Test Calendar on the Cyara portal;
- It is recommended that Cyara users schedule Load Tests with 4 hours lead time;
- No major load tests allowed during Business Hours due to carrier capacity limitations;
- All load tests outside of the business hours and scheduled with 4 hours or more lead time will be approved automatically

Cyara Subscription Typical Limitations\*\*:

- Large volume load tests should be requested at least 4 hours upfront;



- Max Load Test Size - 17 000 Ports;
- Max Cruncher Ports - 1000 Ports;
- Max Cruncher Lite Ports - 16000 Ports;
- Max Call Attempts Per second - 100 CAPS
- Load Test Booking form supports only Inbound Cruncher Ports, for the Agent Experience (AX) please reach out to the Cyara Support Team

*\*\* Cyara platform capacity may change without prior notice, this list includes typical Cyara platform configurations.*

**Note:** To schedule a Load Test beyond the default platform capacity please coordinate with the Cyara Account Executive.

## 7. Escalations

In case if a Support ticket is not updated on time, important information is missing, or it requires manager's attention by any other reason, it can be escalated using the following escalation path.

### 7.1. Support Tickets & Product Escalations

1. Request Escalation via the Support Ticket
  - a. Add a comment into the ticket requesting escalation
  - b. Provide a new Severity, if needs to be adjusted
  - c. Provide or update a description of the business impact that the issue is causing
2. Contact your Customer Success Manager (CSM)
  - a. If you don't have CSM proceed to step 3
3. Call Cyara Support Hotline
  - a. Provide a ticket number to Customer Response representative
  - b. Provide or update a description of the business impact that the issue is causing
4. Email Support Escalations

[support-escalations@cyara.com](mailto:support-escalations@cyara.com)

### 7.2. Load Tests Bookings and Load Tests Escalations

Load Test events are usually time sensitive. In case if a Load Test needs to be scheduled quicker than defined in the section 6.2 or there is an on-going issue with the Load Test - please call the Cyara Support Hotline numbers listed in the section 4.3.

## 8. Incident Management

An Unplanned Incident is any production impacting issue that requires immediate attention from Cyara technical teams. Unplanned Incidents are categorized by their impact, duration, and severity levels.

Cyara Cloud is being constantly monitoring by the Cyara Network Operations Center (NOC), however sometimes customers may experience issues before they are identified by NOC. In these situations Unplanned Incident should be reported to the Cyara Customer Response team.

The following details must be included:

- A detailed description of the issue or the error observed
- What services are impacted?
- When the incident started

As soon as the incident reported, the Customer Response team will take the following actions:

- Assess the Severity of the Unplanned Incident
- Assess the impact of the Unplanned Incident
- Update Cyara Status Page for Severity 1 and Severity 2 incidents that impact more than 1 Cyara customers
- Provide periodic updates within timelines defined by the Service Levels
- Escalate and work with Cyara NOC and Cloud Operations Teams until full restoration
- Sends service restoration notification in the Support Ticket

Cyara Customer Response engineer coordinates post incident activities: ensures post incident report (PIR) and root cause analysis documents prepared by the Cyara NOC. If requested by the customer in the Support Ticket the Root Cause Analysis document is provided within 6 business days.