

Call center - Severity levels

	Severity 1	Severity 2	Severity 3	Severity 4
Definition	<p>Critical production issue that severely impacts the use of the service.</p> <p>The situation halts your business operations and no procedural workarounds exists</p>	<p>Major functionality is impacted or significant performance degradation is experienced.</p> <p>The situation is causing a high impact to portions of business operations and no reasonable workaround is exists.</p>	<p>Operational performance of the service or environment is impaired, although most business operation remain functional.</p>	<p>Information is required on Velostrata product capabilities, installation or configuration.</p> <p>There is a little or no impact to end user business operation.</p>
Technical Problems	<ul style="list-style-type: none"> • Service is down or unavailable • VM not accessible • Data corrupted or lost • A critical documented feature/ function is not available 	<ul style="list-style-type: none"> • Involves VM in Cloud • No documented workaround exists • Important features are un – available • Critical loss of use of the service 	<ul style="list-style-type: none"> • There is an impact (severely, high or partial) to business operation 	<ul style="list-style-type: none"> • Information is required on product capabilities, installation, and configuration. • Training issues • Design and features request • Billing issues
Response Time	1 hour, 24/7	1 hour, 24/7	4 business hours, 12/5	24 business hours
Escalation Contact	Tier 3	Tier 2	Tier 1	Tier 1
Contact method	Email and Phone	Email and Phone	Email and Phone	Email