

The VC3 Customer Portal

VC3's Customer Service philosophy translates to a "partnership" with our Customers. This value is carried throughout the entire organization from, the Account Executives during the initial engagement of IT Services, to the Project Team who deploys the solution to the Technical Assistance Center (TAC) who provides ongoing, 24x7 support.

VC3's TAC is considered the first point of contact for any issue that our Customers wish VC3 to address and will be monitored on a 24x7 basis. The TAC records any Service Incident or Service Request for our Customers.

VC3's TAC based upon the ITIL framework, which will help VC3 continue to build upon our existing foundation of best practice procedures, as well as allow VC3 to support you, our Customer, in a more efficient manner.



How to Contact Us

Incident and Request Definitions

- An **Incident** is defined as: An unplanned interruption to an IT Service or a reduction in the quality of an IT Service. For example, a system is down or a printer is not working.
- A **Service Request** is defined as: A request from a User for information, advice, a standard change or for access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User.

How to Contact the Technical Assistance Center

An Incident or Service Request may be created via the following methods:

- **Email:** VC3 Customers can create a ticket by sending an email to service@vc3.com. Please include specific information pertaining to the issue.
- **Internet:** VC3 Customers may also contact VC3 via our Customer Portal @ <http://connect.vc3.com/support>
- **Phone:** VC3 Customers may contact VC3's TAC either at **803-978-2707** or **800-422-5941**. Once dialed in, Customers can wait for the next available engineer or opt to leave a message. (If the caller chooses to leave a message, the ticket will be assigned to a TAC engineer who will contact the caller to confirm receipt of the ticket.)

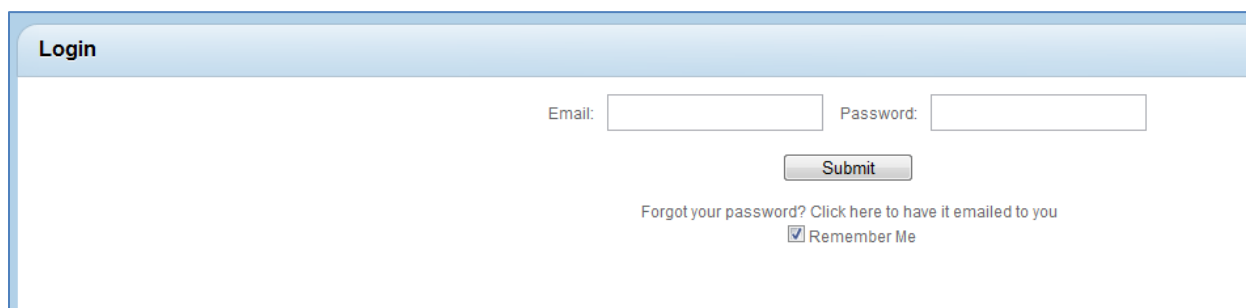
Please be prepared to provide the following information when speaking with an Engineer or leaving a message:

- Your Organization's Name
- Issue at-hand
- Impact to the Organization (yourself, one employee, entire site, entire organization)

Using the VC3 Customer Portal

Logging in the First Time

1. Navigate to <https://connect.vc3.com/support>
2. Enter your **Email** address.
3. Click on the link - **Forgot you Password? Click here to have it emailed to you.**
4. You will receive an email with your password.



The screenshot shows a login form titled "Login" with a light blue header. Below the header, there are two input fields: "Email:" and "Password:". Below these fields is a "Submit" button. Underneath the button, there is a link that says "Forgot your password? Click here to have it emailed to you" and a checked checkbox labeled "Remember Me".

5. Enter your **Email** and **Password**.
6. Click **Submit**.
7. You are taken to the Customer Portal Home page:

VC3 Customer Portal Amy McKeown | My Account | Log Out

Home Tickets Recommendations Knowledge Base Create Ticket

Welcome Amy McKeown

Welcome to the new VC3 Customer Portal!

For ALL Emergencies: 24x7x365 - Call 800.422.5941

The Technical Assistance Center (TAC) is considered the first point of contact for any issue that our Customers wish VC3 to address and will be monitored on a 24x7 basis.

Click the "Create Ticket" button at the top left of this page to create a Service Incident or Service Request.

If you are experiencing a critical problem or system outage at any time, during the day, after hours, or on weekends, we want to help you as quickly as possible!

Please CALL 1-800.422.5941.

Thank you and we look forward to serving you.
VC3

Knowledge Base

Describe Your Problem... Search

Alerts

- 0 Unapproved recommendations
- 0 Open unapproved tickets

Statistics

25 Open Tickets 299 Tickets This Month 940 Tickets This Year

Ticket Totals By Month

Month	Ticket Totals
J	0
F	0
M	0
A	0
M	0
J	299
J	25
A	0
S	0
O	0
N	0
D	0

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Log Out

When you are finished using the Customer Portal, click the **Log Out** link on the top right hand portion of the screen.

Settings

The **Settings** link is located at the top right hand portion of the Customer Portal Screen. It will enable you to edit your Account Details.

My Account

Last Updated @ 3/3/11 By

First Name Last Name

Security Level ▼

Log-in Email [Change Password](#)

Home Email

Other Email

Phone Email

StopMailingMe

Direct Ext:

Home Ext:

Mobile Ext:

Pager Ext:

Fax Ext:

Fax/Home Ext:

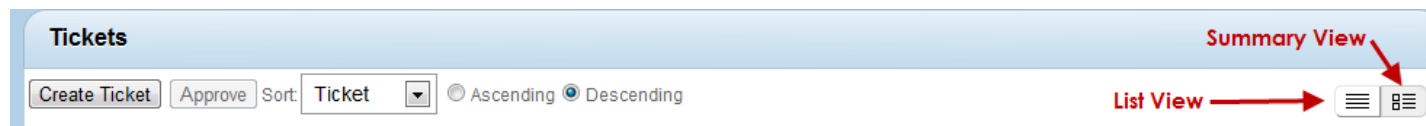
Navigating the Customer Portal

The following information will assist you in successfully navigating the customer portal.

Most of the Customer Portal Tabs will have a **Sort** menu that will enable you to filter and narrow down your searches.

Sort: ▼ Ascending Descending

Most of the Customer Portal Tabs will also have a **Summary View** and a **List View** available. A Summary View will provide you with more Summary details about the item, while the List View condenses the details into one row.



Create Ticket Button

Use the Create Ticket button to enter a new service request. When you create a new service ticket your name, address, telephone number and email will automatically populate on the ticket.

The following is a list of field descriptions when you create a new ticket.

Select Service Needed	Use the carousel to select the type of Service Request to enter.
Due Date	Enter the date you would like the service ticket to be completed.
Emergency	Select this check box if the service request is an emergency.
PO Number	If applicable enter a Purchase Order number to authorize the billing of this service ticket.
Title	Enter a summary for the problem or issue.
Problem Description	Enter a complete description of the problem or issue.
Attach document	Use the Choose File field to browse for a document to attach. In the Title field, enter a title for the attachment.

After completing the required fields and clicking **Submit**, you will receive a confirmation message with your ticket number.

Tickets Tab

The Ticket Tab enables you to view all service tickets for your company. Certain security levels may be necessary in order to view all valid service tickets. From this screen you can select to open a new service request by selecting the **Create Ticket** button.

You can also use the **Search by** section to assist in filtering results.

Search By

Summary

Status
 Open
 Closed

Ticket #

Contact

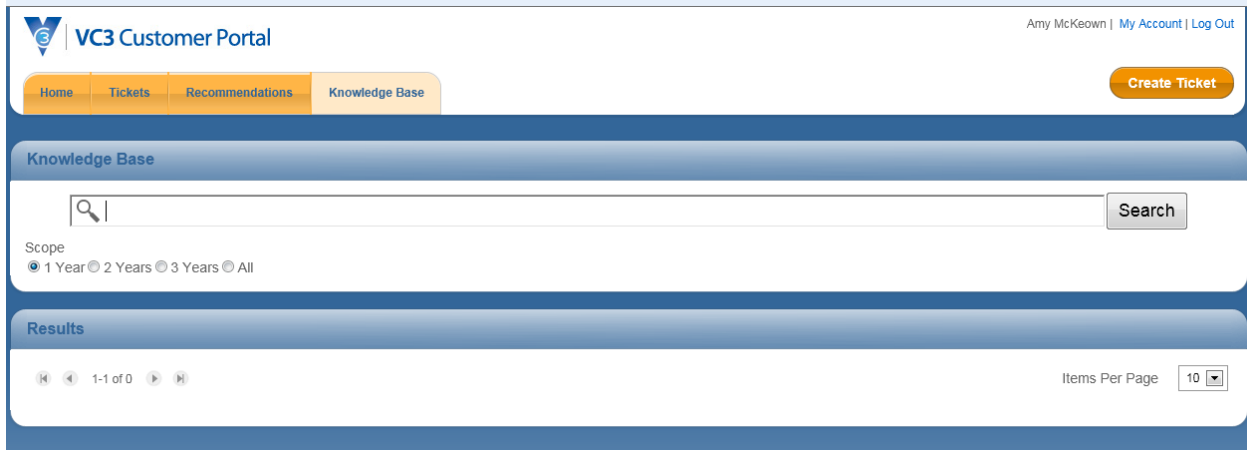
Show More

Click on the **Summary** link to review the details or add information.

Tickets			
<input type="button" value="Create Ticket"/> <input type="button" value="Approve"/> Sort: Ticket ▼		<input type="radio"/> Ascending <input checked="" type="radio"/> Descending	
<input type="button" value="≡"/> <input type="button" value="B≡"/>			
<input type="checkbox"/>	Process New Partners <small>Mon 11/21/2011/12:10 AM EST/ template894-</small> <small>template894, Nov 21, 2011</small>	1625421 <small>Ticket</small> Off Board <small>Status</small>	CHigley <small>Resources</small> Type
<input type="checkbox"/>	CW Opportunity Review <small>Mon 11/21/2011/12:07 AM EST/ template582-</small> <small>CW Opportunity Review</small> <small>RRReyes, Nov 21, 2011</small>	1625414 <small>Ticket</small> Assigned <small>Status</small>	JKuch <small>Resources</small> Type
			Normal (white) <small>Priority</small>
			Priority 2 <small>(orange) Priority</small>

Knowledge Base Tab

The Knowledge Base Tab enables you to search all service entries in the system. Enter Key words and select a time period to search.



The screenshot shows the VC3 Customer Portal interface. At the top left is the VC3 logo and the text "VC3 Customer Portal". At the top right, the user's name "Amy McKeown" is displayed along with links for "My Account" and "Log Out". Below the header is a navigation bar with four tabs: "Home", "Tickets", "Recommendations", and "Knowledge Base". The "Knowledge Base" tab is currently selected. To the right of the navigation bar is a "Create Ticket" button. Below the navigation bar is a "Knowledge Base" section containing a search bar with a magnifying glass icon and a "Search" button. Underneath the search bar is a "Scope" section with radio button options for "1 Year", "2 Years", "3 Years", and "All". Below the search section is a "Results" section. At the bottom left of the results section, there are navigation icons and the text "1-1 of 0". At the bottom right, there is an "Items Per Page" dropdown menu set to "10".

Configurations Tab

Based on your security level, the Configurations Tab will show the list of devices and configurations associated with your company. You can use the **Search By** area to filter and narrow down the configurations you are looking for.

Search By

Configuration Name

Status
 Active
 Inactive

Type
 Backup Stats
 CW Dash
 Cymphonix Device
 DNS Settings

Expires
All Dates

Contact

Serial #

Model #

Tag #

Reports Tab

You can view reports based on your security level. Your company administrators can view all listed reports for their company.

The following are custom reports that you can create and share: Service Request Trends This Year, Service Request Trends Last Year, and Executive Management Report.

Account

Based on your security level, in the Account View, you can view Agreements, Invoices, and update Contact information for your company.

Users Screen

This view enables you to update company email addresses, phone numbers, and emails, in addition to changing your password.

If you have the security rights, a list view of all of the Contacts for your Company will be available. You can click into any contact information to update it. In addition, you can click the **Add New User** button to add a new user to the portal.

Agreements Screen

The Agreements view enables you to view all active agreements for your company.

Priorities:

Incidents and Service Requests are triaged and prioritized to effectively resolve the most important issues in a timely manner. Table A below lists VC3's Customer Contact Guidelines based on Call Priority. VC3 utilizes the following priorities, criteria and response metrics:

A. Priority 1:

- System/device/service down causing work to cease and critical impact to the organization or a whole department; no work around available; customer is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired; begin resolution activities immediately.
- **24/7 Support:** Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

B. Priority 2:

- System/device/service down causing work to cease and potential business impact for an individual user; no work around available.
- Level of service degraded causing impact to the organization or a whole department; no work around available.
- Incidents related to backup system failures.
- **24/7 Support:** Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

C. Priority 3:

- Level of service degraded causing impact to an individual user; no work around available.
- Operational impact to the organization or a whole department though work continues as a result of implementing a work around or use of other system/device/service.
- A request to enable or configure a system/device/service within 2 business days.

- **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

D. Priority 4:

- Operational impact to the organization, department or user exists though work continues as a result of implementing a work around or use of another system/device/service.
- A request to enable or configure a system/device/service within 5 business days.
- **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

E. Priority 5:

- Operational impact to the organization, department or user is minimal or is mitigated by a reliable workaround.
- A request to enable or configure a system/device/service beyond 5 business days from the date of the request.
- Requests that have longer lead times to implement than is possible within 5 business days.
- **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

Call Priority	Initial Customer Contact Guidelines	Initial Customer Contact %'s
1	30 Min	95%
2	90 Min	95%
3	4 business hours	95%
4	8 business hours	95%
5	8 Business Hours	95%

Table A

Escalations

When an incident has already been reported but is not being resolved at the speed deemed necessary for your organization, the Customer has the ability to escalate the ticket associated with that Incident or Service Request. To do so, simply call the VC3 Technical Assistance Center at **1-800-422-5941** and request escalation for the specific ticket number associated with the Incident or Service Request. If you do not know the ticket number, describe the incident in question, and an Engineer will look up the ticket number for you. Once the ticket has been escalated, the TAC will contact the currently assigned Engineer and determine if sufficient action can be taken immediately, or if another Engineer should be assigned to the ticket.