

# Workhub24 Support Framework



A support framework, also known as a support model or support structure, refers to the overall structure and processes put in place to provide effective customer support and assistance. It outlines the framework within which support activities are organized and managed. While support frameworks can vary based on the specific needs of an organization.

## Document Controls

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## ▼ Scope

An organization's limits and the range of its support services are referred to as the scope of a support framework. It outlines the types of customer support services that are provided and the degree of support that is provided. The range might change depending on elements like the organization's resources, industry standards, and client expectations. When determining a support framework's scope, it's important to take the following factors into consideration:

- Ticket Management System
- Service Level Agreements (SLAs)
- Support Tiers or Levels
- Support Channels
- Escalation Path
- Feedback and Continuous Improvement

# Types of Customer Complaints/Issues

When it comes to customer complaints of WorkHub24, there are generally two types of issues that may arise.

## 1. Customer Inquiries, Support Requests & Issues

These are typically routine matters that can be handled through a customer help desk system. These issues are managed through '**Client Support Management**' workflow.

Client Support  
Management

## 2. Unexpected events or issues that may impact the normal operation of the client

These can include system failures, security breaches, or other critical incidents that require immediate attention and resolution. These issues are managed through a dedicated incident management workflow, '**Incident Management System**', to ensure swift and effective resolution, minimize customer impact, and prevent the problem's recurrence.

The following sections are applicable for the second type of issue complained by the customer, which are unexpected events or issues that may impact the normal operation of the client.

Incident Reporting  
System

# Handling Support Hotline



By implementing best practices, organizations can ensure that their support hotline delivers timely and effective customer assistance, improving client satisfaction and loyalty.

WorkHub24 provides support through a hotline that is available during business hours.

When a client contacts a support agent

- responds,
- acknowledges the issue,
- creates a ticket with the details, and then
- Up on the creation of the ticket, client should get an automatic email with the support ticket information entered by the first support agent
- gets an internal agent to call back the client to get more information.

Among other things the created ticket should contain clearly,

- the customer issue(s)
- impact to the customer due to the issue (ex. One workflow affected, all the workflows affected, a division or part of the organization affected, whole organization affected, how many users affected, etc.)
- When it was first reported
- Severity of the issue (1, 2 or 3)
- Contact person(s) to get more information

## Triaging of Tickets:



Triaging of tickets is the process of prioritizing and categorizing incoming support tickets or service requests based on their urgency, impact, and complexity. It involves quickly assessing and assigning a level of priority to each ticket to ensure timely and appropriate handling. The triaging process helps support teams efficiently manage their workload and allocate resources effectively.

## Procedure

Once the ticket is lodged and the internal agent calls back the customer, it's sent for triaging. A senior technical person should attend to this.

The ticket will be triaged based on the severity of the issue. The issue will be evaluated and assigned a priority level based on the following criteria:

**P1: Critical:** Urgent issue that severely impacts your ability to access or use your WorkHub24 service, and your work cannot reasonably continue.

Severity 1 issues require you to have dedicated resources available to work on the issue on an ongoing basis with WorkHub24.

**P2: Major:** You experience a severe loss of service. Important features of the SaaS program are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

**P3: Minor:** You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

At this point,

1. The internal ticket needs to be updated with the information
2. Internal ticket updates should trigger client notifications: client needs to be communicated initially and constantly updated about
  - a. an estimated response time,
  - b. workaround and, if possible,
  - c. details and timeline for issue resolution

It's the responsibility of the support person on duty to keep the client updated about the progress every,

- 1 hour for P1 issues
- 4 hours for P2 issues
- 8 hours for P3 issues

## Internal Escalations:

If a customer issue cannot be resolved by the first platform related tech person, it will be escalated to a higher-level manager (ex. CTO).

Escalations will follow a pre-defined process to ensure that all issues are addressed in a timely and effective manner. It's imported to keep documented escalation matrix that outlines the escalation path and criteria for each level. This will ensure that all issues are addressed in a consistent and timely manner. Following is a sample

Level 0: Call center agent: First response to client contact request

Level 1: Initial support agent (Call back & gather more details)

Level 2: Senior support agent or team lead

Level 3: CTO

Internal escalations will be done in accordance with the SLAs. For example, if it's a P1 issue and if it cannot be resolved at Level 1 or 2, it should immediately be escalated to Level 3 without delay.

Throughout the escalation process, effective communication and documentation are crucial. Regular updates should be provided to the customer, informing them of the progress to address their complaint.

## Service Level Agreements (SLAs)



Service Level Agreements (SLAs) are formal agreements that define the level of service a customer can expect from a service provider. SLAs outline the specific performance standards, metrics, and targets that the service provider commits to meeting. They serve as a contractual document that sets expectations and establishes accountability between the service provider and the customer.

We will define and communicate clear service level agreements (SLAs) to our customers, outlining our commitment to addressing their issues in a timely and effective manner. SLAs will be defined based on ticket priority levels and will include response times and resolution times. We will regularly monitor our SLAs to ensure that we are meeting our commitments to our customers.

Severity	Description	Recommended method of contact	Initial response time	Restoration or Resolution Time	Remedy for Violations
1	<p>Urgent issue that severely impacts your ability to access or use your WorkHub24 service and your work cannot reasonably continue.</p> <p>Severity 1 issues require you to have dedicated resources available to work on the issue on an ongoing basis with WorkHub24.</p>	Trouble Ticket and Telephone call	<= 15 mins	Resolution or workaround with issue impact neutralization within 3 hours. If workaround is proposed, then notification of a target resolution plan	<p><b><u>For Initial Response</u></b>  <b><u>Time:</u></b> 1 day service credit if response exceeds 15 mins.</p> <p>2 days credit thereafter for every hour of delay in response.</p> <p><b><u>For Target Resolution Plan:</u></b> 2 days credit for every hour of delay in providing a resolution/workaround</p>
2	<p>You experience a severe loss of service. Important features of the SaaS program are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.</p>	Trouble Ticket and Telephone call	<=4 hours	Resolution or workaround with issue impact neutralization within 24 hours. If workaround is proposed, then notification of a target resolution plan	<p><b><u>For Initial Response</u></b>  <b><u>Time:</u></b> 1 day credit if this exceeds 4 hours.</p> <p>2 days credit thereafter for every 2 hours of delay in response.</p> <p><b><u>For Target Resolution Plan:</u></b> 1 day credit if it exceeds 24 hours. Thereafter 3 days credit for every days delay</p>

3	You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.	Trouble Ticket	<=24 hours	Notification of a target resolution plan or workaround implemented within 4 days (96 hours). Resolution or workaround with issue impact neutralization within 4 days (96 hours). If workaround is proposed, then notification of a target resolution plan	<p><b><u>For Initial Response</u></b>  <b><u>Time:</u></b> 1 day credit if this exceeds 24 hours.</p> <p>2 days credit thereafter for every 12 hours of delay in response.</p> <p><b><u>For Target Resolution Plan:</u></b> 1 day credit if it exceeds 4 days. Thereafter 3 days credit for every 2 days delay</p>
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## Operations & Management Reporting

## Knowledge Management



Our support agents will maintain a **comprehensive knowledge base** to document common issues and solutions. This knowledge base will be regularly updated and made available to our support team and customers to facilitate faster issue resolution and self-service support.

## Conclusion

By implementing this support policy and framework, we aim to provide our customers with a high-quality support experience, ensuring that any issues they may encounter are addressed quickly and effectively.