

# How do users get help?

When you have a problem and contact us, you have to say in which severity level you are (in mails you type that in the subject tab). If you do not do this, we may close directly your ticket.

It is also important that you only contact us, if you are in one of the severity levels otherwise we may close directly your ticket.

If you follow this protocol, we try to solve fast the problem for you.

## What is an emergency

We categorized the support tickets in four levels. It depends on a severity or business impact which level the support ticket is. The levels are listed from high to low emergencies. So, below you find the different levels with the explanation.

### Severity level 1

If the production application is down or there is a major disturbance for a client. Then, the production application does not work anymore, and the client cannot perform their normal functions.

You have a mission critical. That means, that your situation is an emergency.

#### *Support effort*

We give a maximum effort from ccs2 in cooperation with the clients, until we have a solution or a temporary solution.

If the client is not available, does not want to cooperate, or refuses to implement the steps that we suggest, then ccs2 may close the ticket.

### Severity level 2

If the production application has a loss of functionality or performance for multiple clients and the clients cannot perform their normal functions. Then we have a major feature/product failure and we have a inconvenient workaround or no existing workaround. The production application may be available but with a severely limit.

#### *Support effort*

We give a maximum effort from ccs2 in cooperation with the clients, until we have a solution with an available workaround or a fixed workaround.

If the client is not available, does not want to cooperate, or refuse to implement the steps that we suggest, then ccs2 may close the ticket.

### Severity level 3

If the production has a loss of functionality or performance for multiple clients and the clients impacted their normal functions. Then we have a minor feature/product failure and we have a convenient workaround, a minor performance degradation or not impacting production.

#### *Support effort*

We give a medium effort from ccs2 in cooperation with the client, until we have a solution or a temporary solution.

If the client is not available, does not want to cooperate, or refuse to implement the steps that we suggest, then ccs2 may close the ticket.

### Severity level 4

If there is a minor loss of functionality, product feature requests or how-to questions for the client. Then there is a problem with the design doc and ops doc. Ccs2 will give a solution as quick as possible and ccs2 will change the docs.

#### *Support effort*

We give a low effort from ccs2 in cooperation with the client, until we have a solution or an answer for the question.

## What is supported?

If anyone has an emergency problem, you can contact us through [ccs2help@gmail.com](mailto:ccs2help@gmail.com). We check our mail from Monday to Friday from 9 am to 5 pm.

If you send a mail, our deskside support will receive the mail. The deskside support will help you with the emergency problem(s). But if it cannot be resolved remotely, we send someone to you. The only condition is that you live in Belgium.