

# VIP Customer

Key Account Manager

1st Level Support Agent

2nd Level Support Agent

Software Developer

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Customer Has a Problem

Get Problem Description

Can Handle it Myself?

Yes

No

Ask 1st Level Support

Answer Received

Explain Solution

Invite to Recall

Cancel Support Request

Issue

Handle 1st Level Issue

Result?

Issue Resolved

2nd Level Issue

Ask 2nd Level Support

Answer Received

Cancel 1st Level Support Request

Provide Feedback for Account Manager

Ticket Received

Handle 2nd Level Issue

Unsure?

No

Yes

Sometimes opinion of development is needed

Ask Developer

Answer Received

Cancel 2nd Level Support Request

Result?

Fix in Next Release

Insert into Product Backlog

Some issues cannot get fixed right but should be in next release

Provide Feedback for 1st Level Support

Request From Support

Examine Problem

Provide Feedback for 2nd Level Support

Handle Developer Exception

Handle Developer Feedback Delay