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## Incident management process

## Overview

This document is a guideline for support team members. It describes procedures, actions and escalations which should be taken in case of different issues. It describes most aspects of how to handle tickets.

### Definitions

*Incident manager*- it is a role assigned to support team members. The Incident Manager is responsible for the effective implementation of the Incident Management process and carries out the corresponding tasks.

*Senior management of the parties*- group of senior managers divided by their authorities

*Business operation time*- business operations time is Monday to Friday from 8 am to 6 pm CET

## SERVICES

### General Support Services

Technical support for Yggdrasil games includes:

- Telephone support 24/7 for priority 1&2 tickets
- Online (Freshchat/Email/Freshdesk) support during business hours
- Access to support resources on our Freshdesk Web site
- E-mail support
- Support internal requests on production environments (JIRA)

## Incidents priorities

### **Priority 1- Urgent/Critical**

A complete loss of service, or the operational teams are unable to operationally manage the Games due to unavailability of key management tools. This includes all production environments (Play For Fun included).

Examples:

- System outage
- Critical functionality not available
- Corruption of data or repeated loss of data
- Repeated software failures resulting in complete interruption of service
- Breaking compliance

Scale:

- All/ set of environments
- Single environment
- Operator only
- Set of games
- One game

Calculate correct priority basing on Priority matrix

Resolution:

Depend on SLA Matrix

Escalation:

Incident manager should escalate the P1 incident accordingly to the RACI model, should inform all affected parties (customer), send notification to on Incidents Channel on Zoom, and send email to Senior management (see the P1& P2 RACI procedure in document) . Further steps - see the summary table for details of steps of escalation.

Action to be taken:

Immediately inform all customers of affected environments that we have an issue and we are working on it. Inform Senior Management accordingly about the issue and scale, get involved another teams who can be helpful in issue resolution. Steps included in summary table.

## **Priority 2 -High/Serious**

The significant or degraded loss of service. By way of example only, no end users can access more than 50% of the Game catalog due to a category 2 incident.

Examples:

- 50% of the game catalogue is available to the end users
- Significant degradation of performance
- Incorrect behaviour in the games that could cause misunderstanding from a financial perspective

Scale:

- All/ set of environments
- Single environment
- Operator only
- Set of games
- One game

Calculate correct priority basing on Priority matrix

Resolution:

Depend on SLA Matrix

Escalation:

Incident manager should escalate the P2 incident accordingly to the RACI model, should inform all affected parties (customer), send notification to on Incidents Channel on Zoom, and send email to Senior management (see the P1& P2 RACI procedure in document) . Further steps - see the summary table for details of steps of escalation.

Action to be taken:

Perform initial analyse and inform all customers of affected environments that we have an issue and we are working on it, not later than 30min. Inform Senior Management accordingly about the issue and scale, get involved other teams who can be helpful in issue resolution.

## **Priority 3 - Medium**

A minor loss of service or function. e.g. a minor product flaw is exposed that requires a work around.

Example:

- Some system functions not available
- Minor performance degradation
- Small number of users impacted
- Impact is not escalating

Calculate correct priority basing on Priority matrix

Resolution:

Depend on SLA Matrix

Escalation:

Never escalated, but it is recorded and notified. Summary report is being provided in monthly KPI report. If SLA breach is coming, the notification is being sent to support manager.

Action to be taken:

Within business hours: Perform standard ticket handling but stick to SLA time frames and incident management flow chart.

Out of business hours: No action taken

## **Priority 4 - Low/Minor**

The system is working largely as normal, but with a bug or issue related to a peripheral function.

Resolution:

Depend on SLA Matrix

Escalation:

Never escalated, but it is recorded and notified. Summary report is being provided in monthly KPI report. If SLA breach is coming, the notification is being sent to support manager.

Action to be taken:

Within business hours: Standard ticket handling according to SLA time framed incident management flow chart.

Out of business hours: No action taken

## Priority matrix

Priority should be calculated basing on two factors one is a category of the issue and second factor is an impact of the issue.

Urgency Impact	Urgent	High	Medium	Low
Extensive	P1	P1	P2	P3
Significant	P1	P2	P3	P4
Moderate	P2	P2	P3	P4
Minor	P2	P3	P3	P4
Single	P4	P4	P4	P4

1. Extensive - All/set of environments
2. Significant - Single environment
3. Moderate - Single Operator only
4. Minor - Set of games/Set of players
5. Single - One game/one player

## Incident statuses

1. New (unassigned) – ticket reported by customer - SLA is running
2. Assigned – ticket assigned to agent and waiting for investigation (status “Open” in Freshdesk) - SLA is running
3. In progress – ticket is being investigated by agent - SLA is running
4. Pending- if ticket is pending any action performed by third party (applicable only in special cases)
5. Waiting on customer – status indicates that the incident requires some information or response from the user - SLA stopped
6. Waiting on third party – status indicates that the incident requires some information or response from the vendor (third party company)
7. Resolved – status means that the service desk has confirmed that the incident is resolved and that the user’s service has restored to the SLA levels. We set this status when the customer confirm that issue is solved
8. Closed – status indicates that the incident is resolved and that no further actions can be taken.

Every ticket cannot be resolved until resolution is confirmed by reporter of the ticket. It is because the owner of the ticket is reporter, hence only reporter can resolve or close the ticket, but because support agents usually manages tickets please use the following rule: if you have any ticket in status ‘Waiting for customer’ review the ticket every 3-5 days and chase a customer for update. If there is no update from customer after 2 weeks and 2 chases up’s with no answer from customer we can resolve the ticket with notification that ticket was resolved due to inactivity.

## Ticket types

Incident – Ticket where customer report any malfunction to any of our component or service offered to client.

Service request – When a user submits a formal request for something like a password change, new organisation, new user, group in BO they would like, or pretty much anything they want or need, it’s called a service request.

Service requests should be realized as priority 4 incidents:

Examples of service requests:

1. New user in BO
2. New group in BO etc.

Change request – Ticket which contain non-standard request from customer. Request may require change in code, developer engagement, approval from manager/legal department etc.

Question – Any question for information, not reporting any malfunction, for instance question about functionality.

## The Contact Points at Yggdrasil for Partners

Description	Contact	Email	Phone number
Priority 1 and 2 incidents & Emergency maintenance notifications	Incident Management	<a href="mailto:incidents@yggdrasilgaming.com">incidents@yggdrasilgaming.com</a> (Any email sent to this address gets automatically converted into a ticket in Freshdesk. You can also mark if it's P1 or P2 incident in email subject)	Mobile: +48 508 852 892
Priority 3 or 4 incidents & Scheduled maintenance notifications	Service Desk	<a href="mailto:support@yggdrasil.freshdesk.com">support@yggdrasil.freshdesk.com</a> (Any email sent to this address gets automatically converted into a ticket in Freshdesk)	Mobile: +48 508 852 892
Support Manager	Adam Nyga	<a href="mailto:adam.n@yggdrasilgaming.com">adam.n@yggdrasilgaming.com</a>	Mobile: +48 508 852 892
CTO	Krzysztof Opałka	<a href="mailto:krzysztof@yggdrasilgaming.com">krzysztof@yggdrasilgaming.com</a>	Mobile: +48 883 316 300

## The Process for Contact

For priority 1 and 2 incidents please email us via:[incidents@yggdrasilgaming.com](mailto:incidents@yggdrasilgaming.com) and please call via the support phone: +48 508 852 892 as necessary. The phone is supported 24/7 and 365 days a year.

For priority 3 or 4 incidents please email us via:[support@yggdrasil.freshdesk.com](mailto:support@yggdrasil.freshdesk.com)

**Note that emails sent to both the Incident and the Support addresses get automatically converted into tickets within Freshdesk that we can get working on and track.**

## The Escalation Process

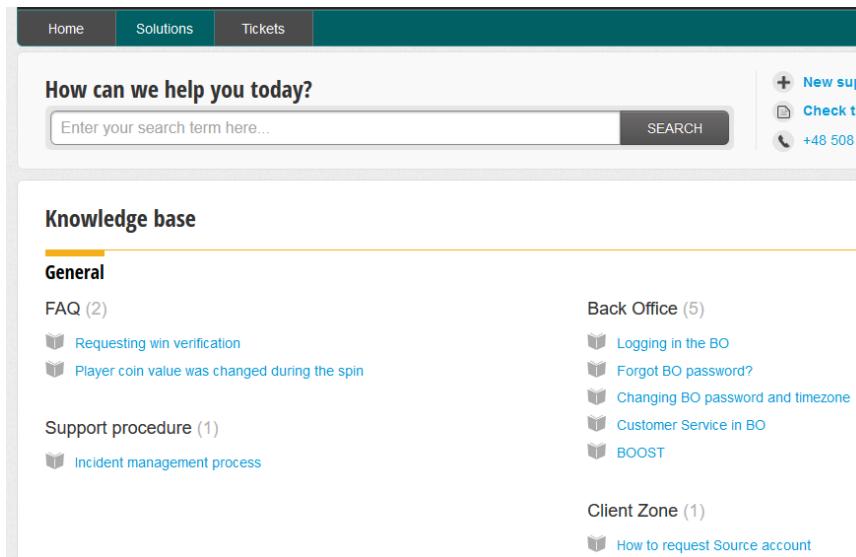
1. Email or phone contact to the Incident Management team inside Yggdrasil or to the Service Desk depending upon urgency (priority status)
2. Phone contact with Adam Nyga (Support Manager)
3. Phone contact with Krzysztof Opałka (CTO of Yggdrasil)

## Freshdesk Ticketing system

Yggdrasil Support uses Freshdesk ticketing tool for all issues/request from Partners  
Also, we can provide access to Fresh Desk for partners:

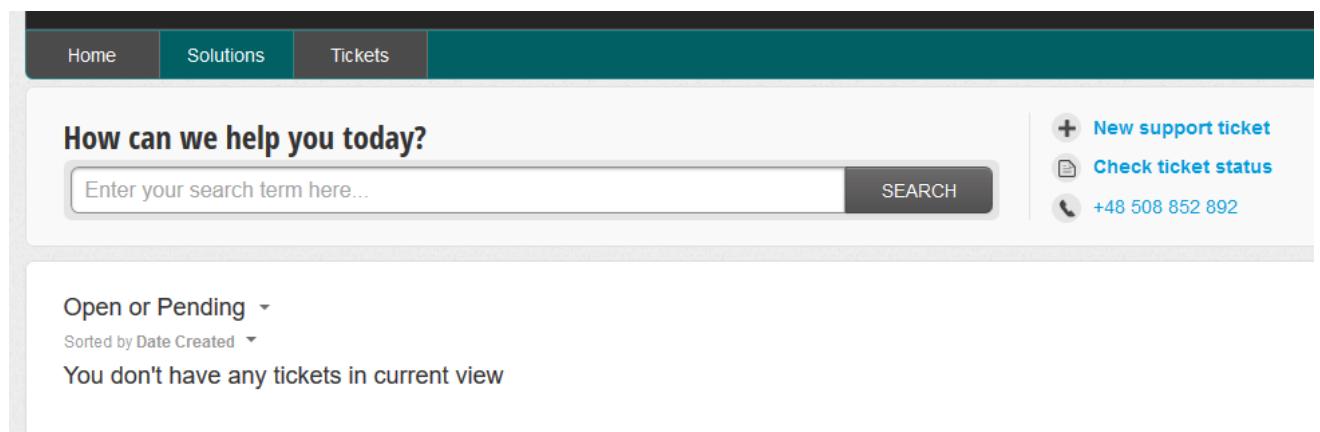
<https://yggdrasil.freshdesk.com/support/home>.

The account is created automatically when Partner sends an email to our system and we send back a link to reset password for the first time and access to your own Freshdesk Support Portal  
In there you will have access to our Knowledge Base with some general information for self-support.



The screenshot shows the Freshdesk Knowledge base interface. At the top, there's a navigation bar with 'Home', 'Solutions', and 'Tickets' tabs. Below the navigation is a search bar with placeholder text 'Enter your search term here...' and a 'SEARCH' button. To the right of the search bar are three quick links: '+ New support ticket', 'Check ticket status', and a phone number '+48 508 8'. The main content area is titled 'Knowledge base' and contains several sections: 'General' (FAQ (2) with articles 'Requesting win verification' and 'Player coin value was changed during the spin'), 'Back Office' (5) with articles 'Logging in the BO', 'Forgot BO password?', 'Changing BO password and timezone', 'Customer Service in BO', and 'BOOST', and 'Client Zone' (1) with the article 'How to request Source account'.

And access to all tickets created by you either open or already resolved.



The screenshot shows the Freshdesk Tickets interface. At the top, there's a navigation bar with 'Home', 'Solutions', and 'Tickets' tabs. Below the navigation is a search bar with placeholder text 'Enter your search term here...' and a 'SEARCH' button. To the right of the search bar are three quick links: '+ New support ticket', 'Check ticket status', and a phone number '+48 508 852 892'. The main content area has dropdown filters 'Open or Pending' and 'Sorted by Date Created'. A message states 'You don't have any tickets in current view'.

From there you have also the possibility to create tickets and check status of an existing ticket.



## Support Chat system

Chat support system is also available to have Live Support with the Yggdrasil team. The same can be accessed clicking in the lower right corner of the window.

The screenshot shows the Yggdrasil Support Chat system login interface. At the top, there is a dark header with the Yggdrasil logo and navigation links for "Welcome" and "Login". Below the header, the main area has a title "Login to the support portal" and a sub-instruction "Enter the details below". It contains two input fields: "Your e-mail address" and "Password", both with placeholder text. There is a checked checkbox for "Remember me on this computer". Below the fields are links for "Forgot your password?" and a "LOGIN" button. Further down, there is a section for agents with a "Headset icon" and a link "Are you an agent? Login here". At the bottom, there is a "Cookie policy" link and a "Help Desk Software by Freshdesk" link. A red arrow points to a small orange circular icon in the bottom right corner of the page, which contains a white speech bubble icon.



An initiate the Support chat

A screenshot of a web browser displaying the Yggdrasil support portal. The top navigation bar includes the Yggdrasil logo, a search bar, and links for "Welcome" and "Login". The main content area has a heading "Login to the support portal" and instructions "Enter the details below". It features input fields for "Your e-mail address" and "Password", a "Remember me on this computer" checkbox, and links for "Forgot your password?". Below this is a section for agents with a "Login here" button. A sidebar on the right shows a "Inbox" section with a message from "Yggdrasil Gaming" that reads: "Hello there! Need help? Reach out to us right here, and we'll get back to you as soon as we can!". At the bottom, there's a "Help Desk So..." link and a live chat interface with a message input field and icons for attachments and emojis.

The same Chat support can be accessed without any login account to Freshdesk.