Login Page: <http://54.251.51.69:8080/support/>

**Admin user** : [admin@demo.com](mailto:admin@demo.com) / admin123

**Agent** :  [consultant@demo.com](mailto:%20consultant@demo.com) / admin123

**Customer**: [customer@demo.com](mailto:customer@demo.com) / 1234

Development manager: [developmentmanager@demo.com](mailto:developmentmanager@demo.com) / 1234

Development manager: [developmentmanager1@demo.com](mailto:developmentmanager1@demo.com) / 1234

Development manager: [developmentmanager2@demo.com](mailto:developmentmanager2@demo.com) / 1234

Development manager: [developmentmanager3@demo.com](mailto:developmentmanager3@demo.com) / 1234

Developer: developer@demo.com / 1234

Developer: developer1@demo.com / 1234

Developer: developer2@demo.com / 1234

Developer: developer3@demo.com / 1234

New user sign up URL : <http://54.251.51.69:8080/support/signup.html>

* To activate the new user or change user type you have to login as admin and click user->Admin panel->users box . you will get users list table .
* Login as customer to get customer dashboard

Details :

Every Incident status update will create a new activity with date time stamp.

ESCALATION PROCESS 1:  escalate to Development Team

1.       CUSTOMER email issue

(CUSTOMER CAN SEE) support consultant := krishna  
PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE) PIC := krishna

2.       SUPPORT CONSULTANT ASSESS issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE) support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE) PIC := krishna

3.       SUPPORT CONSULTANT escalate to Sri (DEVELOPMENT MANAGER)  
Incident status update with NEW ACTIVITY

(CUSTOMER CAN SEE)

support consultant := krishna  
PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE) PIC := Sri   
                technical consultant := Sri

New activity but zero hours.

4.       TECHNICAL MANAGER ASSESS issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (INVESTIGATION)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := Sri

technical consultant := Sri

5.       TECHNICAL MANAGER ASSIGNS issue   
New activity but zero hours

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (WIP)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := Vivek

technical consultant := Vivek

6.       TECHNICAL CONSULTANT WORK ON issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (WIP)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := Vivek

technical consultant := Vivek

7.       TECHNICAL CONSULTANT RESOLVED issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (SOLUTION PROVIDED)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := Vivek

8.       SUPPORT CONSULTANT VERIFY solution   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (SOLUTION PROVIDED-VERIFICATION)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := Vivek

9.       SUPPORT CONSULTANT UPDATE solution to customer  
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (SOLUTION PROVIDED-PENDING CUSTOMER ACKNOWLEDGEMENT)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := Vivek

10.   SUPPORT CONSULTANT UPDATE “RESOLVED”  
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: Escalated to development team (SOLUTION PROVIDED-RESOLVED / CLOSED)

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := Vivek

ESCALATION PROCESS 2:  escalate to SAP Team

1.       CUSTOMER email issue

(CUSTOMER CAN SEE) support consultant := krishna  
PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE) PIC := krishna

2.       SUPPORT CONSULTANT ASSESS issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE) support consultant := krishna

PRINCIPLE ESCALATION: BLANK

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE) PIC := krishna

3.       SUPPORT CONSULTANT escalate to PRINCIPLE

Incident status update with NEW ACTIVITY

(CUSTOMER CAN SEE)

support consultant := krishna  
PRINCIPLE ESCALATION: choose SAP

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE) PIC := KRISHNA  
                technical consultant := blank

New activity but zero hours.

4.       PRINCIPAL UPDATES issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: SAP - UPDATES

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := KRISHNA

technical consultant := BLANK

5.       PRINCIPAL RESOLVED issue   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: SAP – SOLUTION PROVIDED

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := BLANK

6.       SUPPORT CONSULTANT VERIFY solution   
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: SAP- SOLUTION VERIFICATION

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := BLANK

7.       SUPPORT CONSULTANT UPDATE solution to customer  
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: SAP – SOLUTION SUBMITTED TO CUSTOMER

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := BLANK

8.       SUPPORT CONSULTANT UPDATE “RESOLVED”  
NEW activity: actual time spent (customer cannot see), billable time spent (customer can see)

(CUSTOMER CAN SEE)

support consultant := krishna

PRINCIPLE ESCALATION: SAP - RESOLVED

DEVELOPMENT ESCALATION: BLANK

INFRA TEAM ESCALATION: BLANK

(CUSTOMER CANNOT SEE)

PIC := krishna

technical consultant := BLANK