

# VIOE - Vulnerability Intelligence & Orchestration Engine

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## Support & Escalation Guide

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## 1. Support Overview

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### 1.1 Support Commitment

VIOE is committed to providing responsive, effective support to ensure customer success. Our support organization is structured to:

- Resolve issues quickly
- Minimize business impact
- Provide clear communication

- Enable continuous improvement

## 1.2 Support Scope

### In Scope:

- VIOE platform functionality
- Configuration assistance
- Integration troubleshooting
- Performance issues
- Security concerns
- User access problems
- Bug reports
- Feature questions

### Out of Scope:

- Third-party tool support (beyond integration)
- Custom development requests
- Training (handled by Customer Success)
- Professional services engagements
- General security consulting

## 1.3 Support Hours

Support Level	Hours	Coverage
Standard	Business hours	Monday-Friday, 9 AM - 6 PM (customer timezone)
Extended	Extended hours	Monday-Friday, 6 AM - 9 PM (customer timezone)
Premium	24x7	Around-the-clock coverage
Emergency	24x7	Available to all customers for critical issues

## 2. Support Tiers

### 2.1 Tier 1 - Initial Support

**Role:** First point of contact for all support requests

**Responsibilities:**

- Initial issue triage
- Basic troubleshooting
- Known issue identification
- Documentation guidance
- Account and access issues
- Simple configuration questions

**Capabilities:**

Capability	Available
Password resets	Yes
Basic configuration	Yes
Documentation lookup	Yes
Known issue matching	Yes
Initial diagnostics	Yes

**Resolution Target:** 60% of issues resolved at Tier 1

## 2.2 Tier 2 - Technical Support

**Role:** Advanced troubleshooting and complex issues

**Responsibilities:**

- Complex technical troubleshooting
- Integration issues
- Performance investigation
- Configuration deep-dive
- Bug verification
- Workaround development

**Capabilities:**

Capability	Available
Log analysis	Yes
Advanced configuration	Yes
Integration debugging	Yes
Performance analysis	Yes
Bug reproduction	Yes

**Resolution Target:** 90% of issues resolved at Tier 1+2

## 2.3 Tier 3 - Engineering Support

**Role:** Complex bugs and product issues

**Responsibilities:**

- Bug fixes
- Product defect resolution
- Architecture issues
- Security vulnerabilities
- Complex feature questions
- Root cause analysis

**Capabilities:**

Capability	Available
Code-level investigation	Yes
Bug fixes	Yes
Hotfix deployment	Yes
Security patches	Yes
Product changes	Yes

## 2.4 Tier 4 - Executive Escalation

**Role:** Business-critical issues requiring leadership involvement

**Responsibilities:**

- Customer satisfaction recovery
- SLA breach resolution
- Strategic issue handling
- Executive communication
- Service credits

**Triggers:**

- Repeated SLA breaches
- Unresolved critical issues
- Customer escalation request
- Major service incidents

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## 3. Service Level Agreements

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### 3.1 Response Time SLAs

Priority	First Response	Update Frequency
Critical (P1)	15 minutes	Every 30 minutes
High (P2)	1 hour	Every 2 hours
Medium (P3)	4 hours	Every business day
Low (P4)	1 business day	Every 3 business days

### 3.2 Resolution Time Targets

Priority	Target Resolution	Maximum
Critical (P1)	4 hours	8 hours
High (P2)	8 hours	24 hours
Medium (P3)	3 business days	5 business days
Low (P4)	10 business days	15 business days

*Note: Resolution may include workaround while permanent fix is developed.*

### 3.3 Availability SLA

Metric	Target	Measurement
Platform Availability	99.9%	Monthly
Scheduled Downtime	Excluded	With notice
Measurement	Health endpoint	5-minute intervals

### 3.4 SLA Exclusions

The following are excluded from SLA calculations:

- Scheduled maintenance (with 7+ days notice)
- Customer-caused issues
- Third-party service outages
- Force majeure events
- Customer network issues

### 3.5 SLA Credits

Availability	Credit
99.9% - 99.5%	5% of monthly fee
99.5% - 99.0%	10% of monthly fee
Below 99.0%	25% of monthly fee

*Credits must be requested within 30 days of incident.*

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## 4. Contact Methods

### 4.1 Support Portal (Recommended)

**URL:** [Your Support Portal URL]

**Benefits:**

- Track all requests
- View status updates
- Access knowledge base
- Download resources

**Available 24/7**

## 4.2 Email Support

**Address:** support@[domain].com

**Response:** Per SLA based on priority assessment

**Best for:** Non-urgent issues, documentation requests

## 4.3 Phone Support

**Number:** [Support Phone Number]

**Hours:** Per support level agreement

**Best for:** Urgent issues requiring immediate attention

## 4.4 Chat Support

**Access:** Via support portal or in-app

**Hours:** Business hours

**Best for:** Quick questions, status checks

## 4.5 Emergency Hotline

**Number:** [Emergency Number]

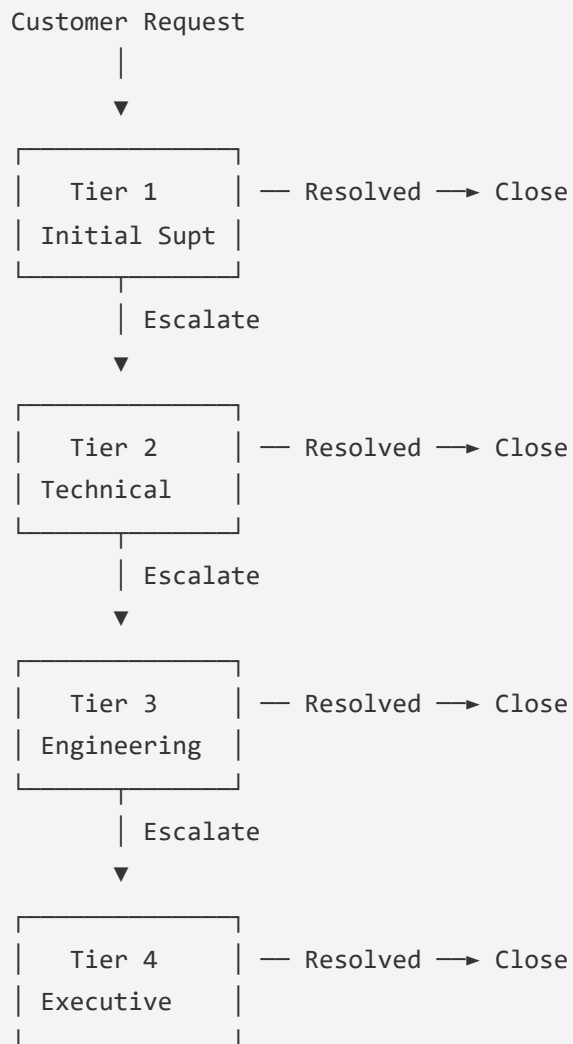
**Hours:** 24/7

**Use for:** Critical production issues only

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# 5. Escalation Paths

## 5.1 Standard Escalation Path



## 5.2 Automatic Escalation Triggers

Trigger	Escalation
Response SLA breach	Immediate escalation to next tier
Resolution approaching SLA	Manager notification
Customer requests escalation	Tier Manager review
Multiple related tickets	Trend analysis triggered
Security concern	Security team notification

## 5.3 Customer-Initiated Escalation

Customers may request escalation at any time:



### How to Escalate:

1. Contact support with "Escalation Request"
2. Provide ticket number
3. Explain business impact
4. Request escalation level

### Escalation Contacts:

Level	Contact	Use When
Support Manager	Via support portal	Standard escalation
Customer Success Manager	Direct contact	Relationship concerns
Account Executive	Direct contact	Business impact

## 5.4 Internal Escalation Matrix

Issue Type	Escalation Path
Technical	Support → Engineering → CTO
Security	Support → Security Team → CISO
Business	Support → CSM → VP Customer Success
Legal	Support → Legal → General Counsel

## 6. Emergency Handling

### 6.1 What Qualifies as Emergency

Scenario	Classification
Platform completely unavailable	Emergency
Data breach or security incident	Emergency
Critical functionality broken (no workaround)	Emergency
Data loss or corruption	Emergency
All users unable to access	Emergency

## 6.2 Non-Emergency (Even if Urgent)

Scenario	Classification
Single user access issue	High priority, not emergency
Slow performance	High priority, not emergency
Feature not working as expected	High priority, not emergency
Integration delay	High priority, not emergency

## 6.3 Emergency Response Process

### Step 1: Contact Emergency Hotline

- Call [Emergency Number]
- State "Production Emergency"
- Provide brief description

### Step 2: Provide Information

- Company name and account
- Contact name and phone
- Issue description
- Business impact
- When issue started

### Step 3: Stay Available

- Remain available for troubleshooting
- Provide requested access/information

- Designate point of contact

#### Step 4: Track Progress

- Updates every 30 minutes minimum
- Escalation if no progress in 1 hour
- Post-incident review offered

## 6.4 Emergency Response Team

Role	Responsibility
Incident Commander	Overall coordination
Technical Lead	Technical investigation
Communication Lead	Customer updates
Engineering	Fix development
Executive Sponsor	Business decisions

## 6.5 Post-Emergency Activities

Activity	Timeline
Issue resolved communication	Immediate
Root cause analysis	Within 72 hours
Post-incident report	Within 1 week
Preventive measures	Within 2 weeks

# 7. Issue Classification

## 7.1 Priority Definitions

### Priority 1 - Critical

Criteria	Description
Impact	Platform unavailable or major feature broken
Users Affected	All or most users
Business Impact	Operations stopped
Workaround	None available

## Priority 2 - High

Criteria	Description
Impact	Major feature degraded
Users Affected	Multiple users or teams
Business Impact	Significant workflow disruption
Workaround	Difficult or partial

## Priority 3 - Medium

Criteria	Description
Impact	Feature not working correctly
Users Affected	Limited users
Business Impact	Inconvenience
Workaround	Available

## Priority 4 - Low

Criteria	Description
Impact	Minor issue or enhancement
Users Affected	Individual
Business Impact	Minimal
Workaround	Easy or not needed

## 7.2 Issue Categories

Category	Examples
Access	Login issues, permissions, MFA
Functionality	Features not working
Performance	Slow response, timeouts
Integration	Sync failures, API issues
Data	Import problems, data accuracy
Configuration	Settings, rules, teams
Security	Vulnerabilities, access concerns
Question	How-to, best practices

## 7.3 Priority Assignment

Support will assess priority based on:

1. Business impact described
2. Number of users affected
3. Availability of workaround
4. Customer tier agreement

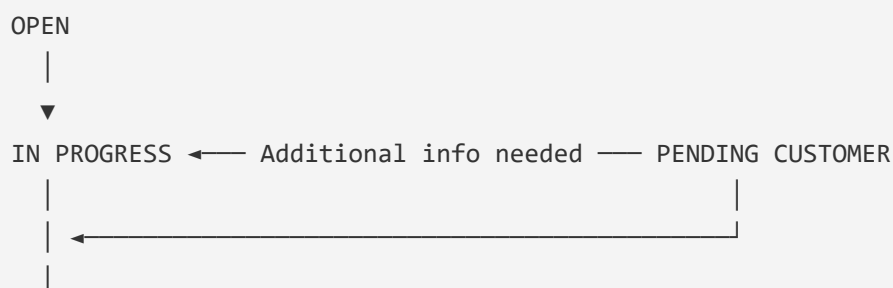
Customers may request priority change with justification.

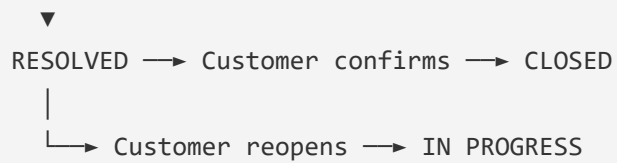
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## 8. Resolution Process

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### 8.1 Ticket Lifecycle





## 8.2 Resolution Types

Type	Description
Fixed	Issue resolved permanently
Workaround	Temporary solution provided
By Design	Behavior is expected
Cannot Reproduce	Unable to replicate issue
Duplicate	Same as existing ticket
Feature Request	Logged for product consideration

## 8.3 Communication Standards

### Initial Response:

- Acknowledge receipt
- Confirm understanding
- Set expectations
- Request any needed information

### Updates:

- Progress made
- Next steps
- Any blockers
- Revised timeline if needed

### Resolution:

- Describe resolution
- Provide instructions if needed
- Request confirmation
- Offer follow-up

## 8.4 Ticket Information Requirements

Required from Customer:

Information	Purpose
Issue description	Understanding problem
Steps to reproduce	Replication
Expected behavior	Clarity
Actual behavior	Diagnosis
Error messages	Troubleshooting
Affected users	Scope
Business impact	Priority

## 9. Customer Responsibilities

### 9.1 For Effective Support

Responsibility	Description
<b>Clear description</b>	Provide detailed issue information
<b>Timely response</b>	Respond to support requests promptly
<b>Access provision</b>	Grant necessary access for troubleshooting
<b>Testing</b>	Verify resolutions and workarounds
<b>Documentation</b>	Review knowledge base before contacting

### 9.2 Access for Support

Support may need:

- Read-only access to account (limited duration)
- Screenshots or exports
- Log files or error messages

- Ability to reproduce issue

## 9.3 Contact Designation

Designate authorized support contacts:

- Primary contact for all issues
- Technical contact for complex issues
- Executive contact for escalations

## 9.4 Communication Preferences

Please inform support of:

- Preferred contact method
  - Timezone and working hours
  - Escalation preferences
  - Any communication restrictions
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# 10. Support Resources

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## 10.1 Self-Service Resources

Resource	Access	Contents
Knowledge Base	Support Portal	How-to articles, FAQs
Documentation	Support Portal	Full product documentation
Release Notes	Support Portal	Latest changes
Status Page	[URL]	Current system status
Community	[URL]	User discussions

## 10.2 Training Resources



Resource	Type	Availability
Getting Started Guide	Document	All customers
Video Tutorials	Videos	All customers
Webinars	Live/Recorded	Scheduled
Custom Training	In-person/Virtual	Enterprise customers

### 10.3 Feedback Channels

Channel	Purpose
Post-ticket survey	Support quality
Product feedback	Feature requests
Customer advisory board	Strategic input
NPS surveys	Overall satisfaction

### 10.4 Useful Links

Resource	Link
Support Portal	[Your Portal URL]
System Status	[Status Page URL]
Documentation	[Docs URL]
Release Notes	[Release Notes URL]
Security Advisories	[Security URL]

## Document Control

Version	Date	Author	Changes
1.0	January 2026	Documentation Team	Initial release

*We're here to help you succeed.*

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