# **Anthem Regular Hours Support**

Operational Hours

* Live Support is available, seven days a week from 6:00 AM to Midnight
  + Installation support is an exception – see “Anthem Regular Hours Installation Support”
* On-call support for emergencies (as defined in the Wayne Fueling Systems Service Manual) is available from Midnight to 5:59 AM
* AvaLan AP configuration support is available Monday through Friday from 6:00AM to 6:00 PM
  + AvaLan AP configuration support for weekend and after-hours support is supported by the on-call L2

Escalations

* L2 will utilize the L3 Anthem provided Checklist/FAQs/Implementation Guide to establish a baseline, assure the Technician has the latest documentation, and verify all steps were followed.
* For issues identified as not related to the Anthem dispenser:
  + AvaLan issues
    - Use the AvaLan Chat.
    - If the issue cannot be resolved in 15 minutes, transfer the Technician to the AvaLan Helpdesk.
  + MNSP issues
    - Contact Jimmy Embry or Jeremy Stroh via their cell immediately
    - Hand-off the Technician to the Jimmy Embry or Jeremey Stroh
  + POS issues
    - If appropriate, log a JIRA ticket with the Anthem logs and provide the JIRA ticket number to the Technician
    - Advise the Technician to contact the POS vendor
  + DX Product issues
    - Issues related to the DX Products (e.g. Branding, Media, Off-line, On-Boarding, etc.) advise the Technician to contact the DX Global support team at the DX Global support phone number or at the link to the DX Global support form.
* For issues identified as related to the Anthem dispenser that cannot be resolved by L2 within 30 minutes
  + Hand-off the Technician to L3 within 30 minutes

# **Anthem Regular Hours Installation Support**

Operational Hours and exceptions

* Support is available Monday through Friday, from 6am to 6pm central time.
* Support beyond these days and/or hours must be requested in advance through a Support Supervisor.
  + Requests for extended hours support must be made before 4pm central time, Monday through Friday.
  + Requests for extended hours support are dependent upon availability.

All calls will be handled by our L2 Support Team.

* L2 will engage and escalate with other teams as needed based on their ability to resolve the reported issues.

Note: If the Technician selects the wrong menu choice they may be routed to an L1. The L1 is to immediately transfer the call to an available L2.

# **Anthem Extended Hours Support**

For Previously Scheduled New Install or Planned Update Support

* L1 responsibilities include
  + - An L1 will initially receive the call and confirm that the call is expected and scheduled for.
    - The L1 will open a new Service Request or update an existing Service Request notating the call.
    - The L1 will contact and transfer the call to the on call L2 as an Anthem Call.
* L2 responsibilities include
  + To the best of their ability determine if the fault resides with the Dispenser, MNSP, POS, or other environmental issue.
  + If the fault is with the Dispenser and can be corrected within their skillset the L2 will over guidance and direction in the correction process.
  + If the fault is with the Dispenser but a corrective action cannot be found then they will escalate to the On-Call L3.
  + If the fault lies with AvaLAN the L2 will follow the support and escalation path for AvaLAN.
    - * Teams chat directly with the AvaLAN Team vis the “AvaLAN Support” channel within the “ASC Chat” team..
      * Transfer to the AvaLAN Support line through the Address Book Entry in their Softphone Application:
        + DO NOT SHARE – Confidential Number – (800)971-2726
        + Or use the AvaLAN on-call (tbd)
  + If the fault lies with the MNSP the L2 will engage a member of the Network Architecture Team; Jimmy Embrey or Jeremy Stroh.
  + If the fault lies with the PoS the L2 will refer to the PoS support channel.
  + If the fault lies with any other environmental factor the L2 will offer best effort recommendations

# **Anthem Training Levels for Support**

All L1 staff have received basic training for Anthem Dispensers

* All current LMS training courses passed
* Hands-On lab time with Anthem equipment
* Anthem simulators are available in Building 4 and being utilized daily as needed

All L2 staff have received extensive and complete training for Anthem Dispensers

* All current LMS training courses passed
* Hands-On lab time with Anthem equipment
* Live on-site troubleshooting / repair supervised and recorded by an L3
* On-going weekly meetings with L3 Support to go over emerging issues
* Checklist/FAQs/KBs are updated and reviewed regularly
* Trained on the AvaLAN cloud tool to diagnose connectivity issues.
* New remote DX Configuration Manager tool to be online in January which will further enhance enable troubleshooting. A fraction of the tool’s capabilities is shown below:











