Support Data Sheet - Samsung Private Cloud

◆Joyent™

Everything you need to know to get support from Joyent for the Samsung Private Cloud

Support Channels

Channel	URL	Description
Help Desk	https://help.joyent.com	UI for all support requests, including problems, questions, and service requests
	support+sev1@joyent.com	Email address for raising urgent support requests, when production systems are down or unusable
	support@joyent.com	Email address for raising Severity 4 support requests
HipChat	Samsung Incident Room	Channel for collaboration and coordination during incidents. HipChat rooms can also be set up for Samsung teams on demand. If your team needs a room to chat directly with Joyent Support, then please raise a support ticket and we will get it set up.
Slack (Solutions Engineers/Product)	https://samsung.slack.com	Open channel for conversations and discussions with the Solutions Engineering and Product teams in Joyent **NOTE: This channel must NOT be used to raise support requests.**

Support Cover Hours

Support staff are Korea, UK and US-based, and work normal business hours Monday through Friday. Thus we provide coverage from 09:00 Monday (KST) to 17:00 Friday (PST).
Coverage for Severity 1 is via an on-call system. Severity 2 is also via on-call, if support is needed before the next working period.

Region	Support Cover Hours All Issues (Mon-Fri)
Korea	09:00 Mon - 09:00 Sat KST
UK	01:00 Mon - 01:00 Sat GMT
US East	20:00 Sun - 20:00 Fri EST
US West	17:00 Sun - 17:00 Fri PST

Ticket Severity

When a support ticket is opened, it is vital to use the correct Severity, to ensure that the issue is correctly prioritised. Please choose carefully, as Severity 1 and Severity 2 will page out Joyent Support staff outside of normal business hours.

Severity	Description	Response	Notes
1	Production use of the Joyent software is stopped or so severely impacted that it cannot continue to operate, and the User has experienced a complete loss of their production service. **Only use Severity 1 if the operation is mission critical to the business and the situation is an emergency.**	15 Minutes	Severity 1 automatically invokes escalation procedures, including paging the support staff that are on-call outside of business hours. Joyent will respond to Severity 1 requests within 15 minutes. Users that request a Severity 1 issue MUST always be available to respond to requests from the Support team immediately after the initial response has come from Joyent.
2	User is experiencing a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. **Only use Severity 2 if a response is required before the next Joyent Support working hours.**	1 Hour	Severity 2 automatically invokes escalation procedures, including paging the suport staff that are on-call outside of business hours. Joyent will respond to Severity 2 requests within 1 hour. Users that request a Severity 2 issue MUST always be available to respond to requests from the Support team immediately after the initial response has come from Joyent.
3	User is experiencing a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.	4 Hours	
4	User is requesting information, a product enhancement, or clarification regarding Joyent software documentation.	24 Hours	

Escalating a Ticket

The Severity of a support ticket can be raised (Escalated) if the urgency or impact has increased since the ticket was first opened.
Escalation is achieved by adding the appropriate escalation tag (#) to a ticket comment.

Severity 3 add the tag **#escalate-sev-3**	Severity 2 add the tag **#escalate-sev-2**	Severity 1 add the tag **#escalate-sev-1**

Service End Points

Service	URL	Service	URL
SPC Portal	https://my.samsungcloud.io	Triton: US-EAST-1A	https://us-east-1a.api.samsungcloud.io
Status Page	https://status.samsungcloud.io	Triton: US-EAST-1B	https://us-east-1b.api.samsungcloud.io
Help Desk	https://help.joyent.com	Triton: US-EAST-1C	https://us-east-1c.api.samsungcloud.io
		Triton: EU-CENTRAL-1A	https://eu-central-1a.api.samsungcloud.io
Manta : US-EAST	https://us-east.manta.samsungcloud.io	Triton: EU-CENTRAL-1B	https://eu-central-1b.api.samsungcloud.io
Manta : EU-CENTRAL	https://eu-central.manta.samsungcloud.io	Triton: EU-CENTRAL-1C	https://eu-central-1c.api.samsungcloud.io
Manta: AP-SOUTHEAST	https://ap-southeast.manta.samsungcloud.io	Triton: AP-SOUTHEAST-1A	https://ap-southeast-1a.api.samsungcloud.io
Manta: AP-NORTHEAST	https://ap-northeast.manta.samsungcloud.io	Triton: AP-SOUTHEAST-1B	https://ap-southeast-1b.api.samsungcloud.io
		Triton: AP-SOUTHEAST-1C	https://ap-southeast-1c.api.samsungcloud.io
		Triton: AP-NORTHEAST-1A	https://ap-northeast-1a.api.samsungcloud.io
		Triton: AP-NORTHEAST-1B	https://ap-northeast-1b.api.samsungcloud.io
Documentation	https://docs.joyent.com	Triton: AP-NORTHEAST-1C	https://ap-northeast-1c.api.samsungcloud.io