Providing industry leading video conferencing solutions to each and every client through outstanding service.

Your successful video conference experience depends on having this exceptional service.

Service Standards

Service Availability

Commercially reasonable efforts will provide video service of at least a 99.9% monthly level uptime, excluding regularly scheduled maintenance and force majeure events. These same efforts will also be used to inform customers if scheduled maintenance will be performed at alternative times.

Escalation Process

All video conferencing issues in need of resolution will be escalated through the following:

Tier 1 Support

    Real-time support escalation
    Prompt and accurate service

Tier 2 Support

    Subject matter expert
    Track helpdesk tickets/top issues
    Leader/participant callbacks

Tier 3 Support

    Qualify software issues
    Track defect/enhancement list
    Software and system engineering

Escalation Priority Definitions

P4 (Routine requests, no-impact issues, feature questions)

- All video conferencing systems are working properly. Issues are occurring on the client end or are user education related.
- Initial response time after call or ticket creation: 24 hours or next business day
- Estimated resolution up to 72 hours

P3 (Issues with minimal to no impact, basics work fine, feature issues)

- Basic video conferencing meeting functions are working properly, but some meeting features are not working as expected. These problems may affect one or more customers, but does not prevent meetings from being held.
- Initial response time after call or ticket creation: 8 hours or next business day
- Resolution up to 48 hours or next SW release

P2 (Issues with high impact, platform partly working, major feature/service issues)

- One or more video conferencing customers are experiencing problems with major service features (e.g. joining a video conference in progress, or adding/updating reservations).
- Initial response time after call or ticket creation: up to 4 hours
- Resolution up to 24 hours or next SW patch/hotfix

P1 (Issues with highest impact, platform down)

- Failure of video conferencing server hosting the service or portions of the network (within our control) that prevents one or more customers from holding a video conference.
- Initial response time after call or ticket creation: up to 30 minutes
- Resolution up to 4 hours (+time for external factors for issues beyond our control)
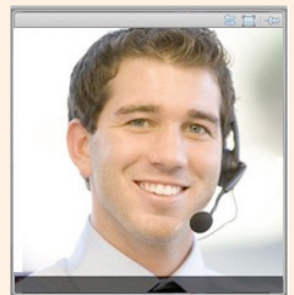

Help Desk Support

If immediate attention is required, please dial the help desk support number listed below to speak with a customer support technician.

Phone service level goal: 80% answered in 60 seconds or less
Email service level goal: Response within 24 hours of e-mail receipt.

Technical Support Services (Help Desk)

U.S. Toll-Free Number +1.888.665.8640 or +1.404.490.4220

Email: support@gisolutions.com / Website: www.gisolutions.com

GIS Support Services-06/2015