

Client Support Priority-Based Ticket Escalation Process

Priority	Examples	SLAs	Escalation Process
Urgent - System down; unauthorized access; major device failure; or, material financial impact	<p>All Care stations at a site cannot connect to internet.</p> <p>Unauthorized badge can unlock Mira Care drawers.</p> <p>All prep enclosures at a site will not allow logon.</p>	<p><u>24x7x365</u> Acknowledge <15 mins</p> <p>Update hourly</p> <p>Resolve <u>≤8</u> hours</p>	<ol style="list-style-type: none"> 1. Create a ticket. 2. Client Support attempts first call resolution. 3. Need help? Collaborate with teammates on Client Support Channel in Slack. 4. To escalate, assign ticket to “Dev-Run Team”. Page out after 5 mins if needed to help meet SLA. 5. Use Shift Turnover comment to alert teammates to the existence of an Urgent ticket. 6. Dev may reach out, or send the ticket back, if client outreach is needed.
High - System degraded; or, client data not transferring	<p>Mira Prep enclosure taking >3 mins to scan tags.</p> <p>Consistent phantom tag prevents tray loading.</p> <p>Within 15 mins of case end, dispense events are not displaying for Waste Witness.</p>	<p><u>24x7x365</u> Acknowledge ≤ 4 hours</p> <p>Update daily</p> <p>Resolve <u>≤ 3</u> days</p>	<ol style="list-style-type: none"> 1. Create ticket. 2. Client Support attempts first call resolution. 3. Need help? Collaborate with teammates on Client Support Channel in Slack. 4. To escalate, assign ticket to “Dev-Run Team. Page out after 60 mins if needed to help meet SLA. 5. Use Shift Turnover comment to alert teammates to the existence of an High ticket. 6. Dev may reach out, or send the ticket back, if client outreach is needed.
Medium - Cosmetic/small product flaw; or, minimal business impact	<p>Mira Prep or Care door is hard to close.</p> <p>Overlapping tags causing intermittent scan errors.</p> <p>Aging waste witness was incorrect, so user is being constantly prompted to fix it.</p>	<p><u>Business Hours</u> Acknowledge ≤ 3 business days</p> <p>Update weekly</p> <p>Resolve <u>≤ 20</u> business days</p>	<ol style="list-style-type: none"> 1. Create ticket. 2. Client Support attempts first call resolution. 3. Need help? Collaborate with teammates on Client Support Channel in Slack. 4. To escalate, assign ticket to “Dev-Run Team”. Do not page out as SLA is 20 business days. 5. Do not use Shift Turnover comments to alert teammates unless you specifically need help from the next shift. 6. Dev may reach out, or send the ticket back, if client outreach is needed.
Low - Enhancement request; or, how-to assistance	<p>Client needs a new report.</p> <p>Client wants a new feature.</p> <p>Client has a how-to question.</p>	<p><u>Business Hours</u> Best effort to acknowledge, update & resolve</p>	<ol style="list-style-type: none"> 1. Create ticket. 2. Client Support attempts first call resolution through training or work-around. 3. Need help? Collaborate with Implementation Specialists for ideas. 4. To escalate, assign ticket to “Product Team”. Do not page out as SLA is Best Effort. 5. Do not use Shift Turnover comments to alert teammates as these are managed by Product. 6. Product Team may reach out, or send the ticket back, if client outreach is needed.

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