

Coreflex Inc

Title: Support Request Prioritization Guidelines

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Supercedes: None

Authoring Department: Customer Service

Departments affected: Customer Service

Purpose

To provide guidelines for prioritizing support requests.

Detail

1. Support requests are categorized based on the operational impact the issue is creating on the customer's ability to do business.
2. Customers not covered by a support contract, or requests that are training, enhancements, changes or initial use of previously unused functionality are not covered under support and are to be passed to sales for quotation.
3. Startup Phase: A customer is in the Startup Phase of Coreflex if they are in the process of performing any of the following startup tasks per the Coreflex Customer Startup Guidelines:
 - i. Installation
 - ii. Business Integration
 - iii. Site Configuration and Profile Setup
 - iv. Training
 - v. Data Load
 - vi. Parallel and Testing

Customers that have a target live date that was mutually agreed upon with Coreflex via e-mail are given a higher priority than customers that do not have a target live date.

4. Requests of Customers having a valid support contract will be categorized as: High, Medium and Low. The High category has urgency levels of 1, 2 and 3. Level 1 being the most urgent and level 3 being least urgent.
5. Procedure
 - a. Generally, each request will be worked on in the order in which it was received.

- b. Upon receipt of request, the support representative logs the request in the CRM system and assesses the issue for clarity. If the information in the initial request is incomplete, a request for further clarification is e-mailed to the customer.
 - c. If the initial request is complete or when the clarification is received, it is categorized and placed in the queue for follow-up by the on call technician.
6. Response time goals (based on a best efforts):
- a. High -1: Initial work on High Urgency Level 1 issues (H-1) is to begin within 60 minutes of receiving the clarified request.
 - b. Medium: Initial response to Medium issues is to be within one to two business days.
 - c. Low: Initial response to Low priority issues is to be within two to five business days.
7. Priority Examples: Following are some examples of requests and their priority.
- a. H-1:
 - i. Can not connect to the Coreflex database by any PC.
 - ii. Can not operate the system on any PC.
 - b. H-2:
 - i. Can not process a specific outbound order or a specific bill of lading that must be shipped today. However other orders are able to be processed through the system.
 - ii. End Customer not able to connect to Coreflex Web reporting.
 - c. Medium:
 - i. Can not process a specific order that does not have to be shipped today.
 - ii. Printed form issues.
 - iii. Customers in the Startup Phase with a live target date that was mutually agreed between Coreflex and the Customer via e-mail.
 - d. Low:
 - i. Request for move of a PC license.
 - ii. "How to" type questions.
 - iii. Request for updates.
 - iv. Customers in the Startup Phase with a live target date that was not mutually agreed between Coreflex and the Customer via e-mail.
8. These are guidelines. Responses to requests are on a Best Efforts Basis. Any issue not resolved by the close of business will be placed on hold until the beginning of the following business day.