

Best Practices for Submitting a Support Ticket to ClearCom IT Solutions, Inc.

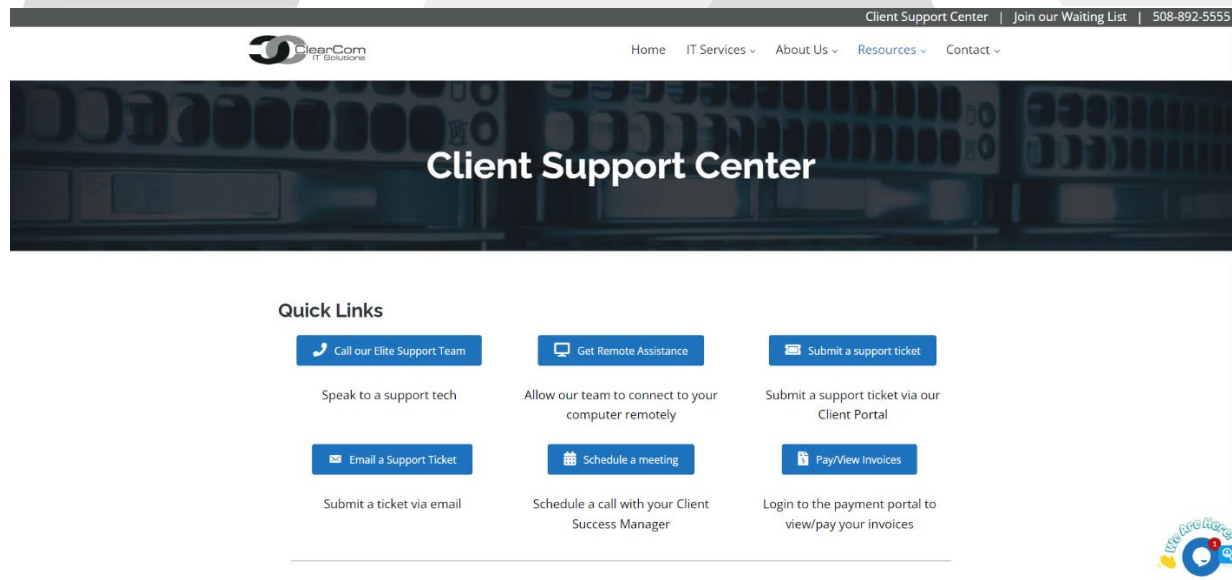
At ClearCom IT we want to be able to help you quickly and efficiently with all your support needs. As we grow and work together as your technology partner it becomes more and more critical for us to emphasize the importance using our support ticket system.

We want to ensure you receive the fastest support.

When a support ticket is entered into our system, every team member at ClearCom IT gets notified of your request. Which means we can respond very quickly to your issue and it assures you the best response time.

We have several ways for you to submit tickets easily and efficiently. This means you'll improve productivity by up to 50% less time on the phone to our support team!

Online through the browser web form or the Client Portal: Easy access from our website or directly at - <https://www.clearcomit.com/client-support-center/>



The screenshot shows the Client Support Center page of the ClearCom IT Solutions website. At the top, there is a navigation bar with the ClearCom logo, a search bar, and links for Home, IT Services, About Us, Resources, and Contact. Below the navigation bar is a large banner with the text "Client Support Center" over a background image of a computer keyboard. Underneath the banner is a "Quick Links" section with six buttons arranged in two rows. Each button has an icon and a description of the service. In the bottom right corner of the screenshot, there is a "Live Chat" widget icon.

Client Support Center | Join our Waiting List | 508-892-5555


Home IT Services About Us Resources Contact

Client Support Center

Quick Links

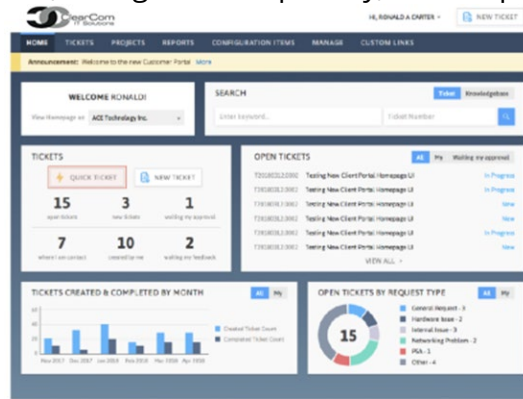
- Call our Elite Support Team**
Speak to a support tech
- Get Remote Assistance**
Allow our team to connect to your computer remotely
- Submit a support ticket**
Submit a support ticket via our Client Portal
- Email a Support Ticket**
Submit a ticket via email
- Schedule a meeting**
Schedule a call with your Client Success Manager
- Pay/View Invoices**
Login to the payment portal to view/pay your invoices

Live Chat

 Submit a support ticket

Submit a support ticket via our Client Portal

Sign into the client portal; From there you can create a new ticket, check the status of current tickets, change a ticket priority, or view past tickets.

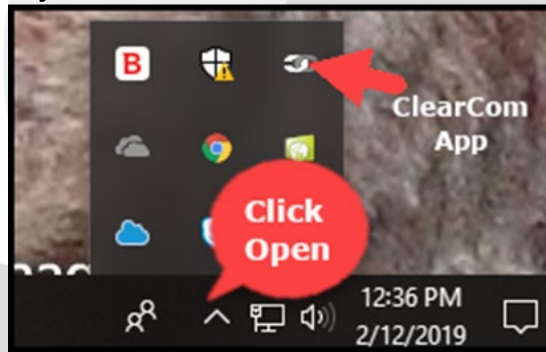


 Email a Support Ticket

Submit a ticket via email

You can submit a support ticket request directly on the Client Support Center page using the form at the bottom of the page.

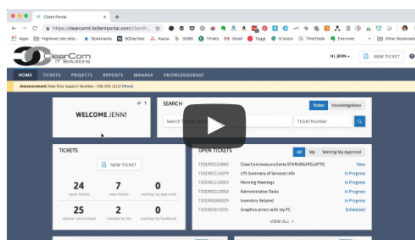
Desktop App: Each computer we manage for you has our convenient desktop app, located in your toolbar, right near the clock on your windows device. It looks like this:



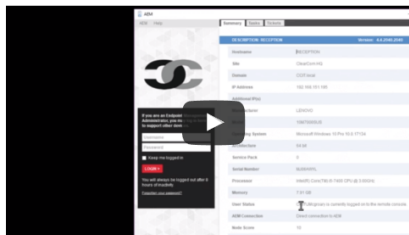
For video tutorials of how to submit a ticket through the client portal or desktop app, visit <https://www.clearcomit.com/client-support-center/>

Video Tutorials

How to submit a support ticket using the browser client portal:



How to submit a support ticket using the desktop app:



Via Email: Just send your info to tickets@clearcomit.com with a brief subject line and a description of your issue. *Please do not email your request directly to one of our team members as it could get lost or not responded to right away. Likewise, sending texts for support requests are not an efficient method as we can't track them, and your request can get forgotten about.*

*****Important!** If an email is sent to tickets@clearcomit.com or through our desktop app, it is flagged as Standard Priority. Using the Client Portal, you can change the ticket priority.

If your internet is down and/or you cannot enter a support ticket, you can call the office at 508-205-1116.

Please use the following guidelines when selecting a priority for your tickets:

Critical (emergency): Represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists.

Examples: (but not limited to):

- Critical network server is down.
- Entire computer network is down
- A portion of the network is down (connectivity lost).
- E-mail not routing or down

High Priority: Represents an issue where a user can't log into their computer or system or work production is halted. Typically handled within 2 hours (during our regular business hours, Monday-Friday 8:30am -5pm).

Examples: (but not limited to):

- A password needs to be reset
- A system needs to be rebooted
- Not able to access email

Standard Priority: Non-critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly. Typically handled within 4-8 hours (during our regular business hours, Monday-Friday 8:30am -5pm).

Examples: (but not limited to):

- Individual computer problems
- Printing issues for multiple users
- Isolated instances of a new computer virus
- Unable to log into network
- Computer not booting up

Low Priority: Routine support requests that impact a single user or non-critical software or hardware issue. Typically handled within 24-48 hours.

Examples: (but not limited to):

- Single user may be able to use other workstations to remain productive.
- Printing issues for single users.
- User productivity affected but not completely halted.

Scheduled Requests and Implementations: 3-5-day pre-planned projects
A minor service issue or general inquiry.

Examples: (but not limited to):

- Intermittent problems with workstation but user still able to remain productive.
- Non-critical tutorial questions.
- User productivity may be slightly affected but never completely halted.
- User requesting assistance with copying or moving of non-critical files.

If you have any questions, feel free to reach out to us by simply replying to this email. Thanks for your participation.