

Escalating A Support Case

If you are having an issue that cannot be fixed using the tools available within the Nexus Cloud Platform, we allow escalation to our development team to investigate these issues.

Our development team will relay all information to your support team, you are responsible for all communication with the end customer.

You must provide full information about the issue including reproduction steps and error messages you or the end user are receiving. Without this information we will not be able to begin our investigation.

Please fill in the appropriate form available at <https://nexus-care.atlassian.net/servicedesk/customer/portal/2>

The forms change regularly based on external and internal feedback and we may add or remove fields to ensure a smooth support experience. Please ensure you read the form thoroughly each time to ensure you provide as much information as possible to better allow us to assist you in a quick resolution of the issue.

We ask you fill in all fields if possible, and give as much detail as you can.

Tip Instead of referring to homes as names in the ticket, copy and paste the URL of the home or individual page you are referring too. Any bugs or server errors please copy and paste the URL of the page when the bug or error appears.

Our SLAs for response and resolution times are below. Priority is determined by our development team. A general overview of each priority level is given below with some examples for each. All timeframes are in working hours. Working hours are classified as Mon - Fri 9am - 5:30pm excluding bank holidays.

Priority	Response Time	Resolution Time	
1	2 hours	4 hours	
2	4 hours	8 hours	
3	6 hours	16 hours	

4	12 hours	24 hours	
5	24 hours	48 hours	

The clock will be paused if engineering team is required to attend site to resolve. Timeframe is only for development team involvement via remote support.

The clock will be paused while we are waiting for information from your support team or answers to any follow-up questions we have. To ensure this is kept to a minimum please provide all information you can possibly think of at the when opening a support case using the link above.

All SLAs exclude the time taken for any software changes or OTA updates that need to be issued in order to fix the issue.

The clock **only** begins when a support case is opened using the link above.

Definitions:

Priority 1

Critical level, service affecting. Collector within home is not routing alerts, and total loss of all local functionality. Total loss of all cloud platform functionality for all users.

Priority 2

Loss of cloud platform functionality, unable to login to access any cloud reports or configuration systems for all users. Collector still routes all alerts and responds as expected on site.

Priority 3

One or more features reporting server error on dashboard for all users, able to login and most functionality is working. Collector not sending alerts to cloud platform, local routing unaffected.

Priority 4

Delay in alerts showing in reports. Cloud or local home platform not functional or not functioning as intended for one user.

Priority 5

Otherwise not classified but not actively service affecting.

Revision #14

Created 4 December 2023 10:47:54 by Luke Hebblethwaite

Updated 28 June 2024 09:30:05 by Luke Hebblethwaite