Service level – support

Background

We want to define the service level for our support service. Previously, the service level was only defined based on how fast the customer could expect a correction.

Now we want to describe our commitments to our customers regarding service and support. Perhaps this text should be included in our standard agreement.

Service level – support

A very important goal for Monitor is to provide customer support with high quality and high service level. We receive cases via phone and e-mail.
95% of all incoming calls have a response time less than three minutes and incoming e-mails are handled within four hours.
(If the case is urgent, we recommend the customer to call us.)

All incoming cases are classified according to the following:

Parameters

1. Priority

2. Type

3. Confirmation

4. Solution time/Delivery time

Priority

1. Urgent means that for example
   - no one can run MONITOR
   - critical business functions cannot be used
   - the production is at standstill
   - you cannot invoice
   - you cannot deliver

2. Important means that vital functions in the business process cannot be used.

3. Standard means that for example
   For support cases
   - ordinary questions and problems
   For errors
   - vital functions cannot be properly used
   - non-vital functions cannot be used

4. Low means that the problem does not affect the daily work.

Type

1. Knowledge
2. Errors
3. Investigation
4. Training*
5. Continuous development*
6. Proposal of future development

Matrix

Explanation:

H = hours

WD = workday

M = month

No act. = no action will be taken

Type ↓	Prio. ➡	1 Urgent	2 Important	3 Standard	4 Low
1 Knowledge	Confirmation	4 H	1 WD	1 WD	1 WD
	Solution time	1 WD	2 WD	3 WD	5 WD
2 Errors	Confirmation	4 H	1 WD	1 WD	1 WD
	Solution time	3 WD	1 M	2 M	6 M/or no act.
3 Investig.	Confirmation	4 H	1 WD	1 WD	1 WD
	Solution time	1 WD	5 WD	1 M	2 M

*Other solution times apply to cases of the type 4-6. However, the confirmation time is the same.