Description of statuses and functional buttons on the technical support portal

Statuses

The technical support portal uses the following statuses:

- this status means that our specialists are already working on your request and will respond to you in the near future.

- the status means that the work on your appeal is suspended, because some work on your part (the user who created the request) is required to continue the work, for example, additional information, performing a test call, and so on. The time to resolution of the requests is also set to pause until the required information is received.

- the status is set if the assistance of the developers of the product is necessary for resolving this request, or the client wished to set a request on pause until more information will be received, response from the SIP-provider, and so on.

- status will be set when you use an *Escalate* button. Details: section Functional buttons.

- The status is set if a detailed analysis and involvement of additional specialists are required to resolve the request.

- the status is set when the button *Cancel request* is used. If this status is set by the client, the request will be closed (the status will be changed to "Closed").

- the status is set if the job on the request is over, but the client does not respond for a long time, or did not provide confirmation to close this request. If client will within 3 business days the response will be answered, the work on the request will be extended or closed, depending on the client's wishes. If the answer is not given, the hit will automatically be closed (the status will be changed to "Closed").

- The status is set, when all issues described in request are solved and client gave an approve to close this request, or do not contact with us within 3 business days. When this status is set, the request can`t be opened. If you have additional questions after setting this status, you have to create new reqeust and ask them there.

Functional buttons

On the request page, the following functional buttons are available:

Don`t notify me - by default, the client receives a notification of any changes made in his open requests (responses, changes in the status, etc.) to the mail. To disable notifications from the current request, please press this button.

Escalate - This button is responsible for the process of drawing attention to the request, if the work on the request is performed in violation of the terms of the SLA, etc.
Example of reasons:

- dissatisfaction with the progress of work, no response for a long time
- new condition of the problem were identified, its volume or other characteristics changed that take the problem to a new level (for example, a request was created due to the fact that one internal number does not work, but later it turned out that all, or most of the internal numbers are not working)

- other significant circumstances

The reason for the escalation is NOT:

- escalation without a clear reason
- escalation to increase request priority

Resolve this issue - this button can be used when the client considers that the request can be resolved and gives permission to close it. It is also possible to give an approve to close the request by a comment, for example: "The question is exhausted, please close the request" / "Everything works, the request can be closed".

Cancel request - if the request was created by mistake and there is no need to process it by the support agents , you can click on this button. If this status is set by the client, the request will be closed (the status will be changed to "Closed").