

# Customer Support Process

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Prepared to accompany Service Level Agreements between StarLeaf and our Partners

## Introduction

This document describes the process by which the Service Level Agreement should be implemented.

## Online Support Resources

Our technical documentation for end users and administrators explains how to install and use StarLeaf products: <http://support.starleaf.com/documentation>

The StarLeaf Cloud Troubleshooter provides a step-by-step guide to diagnosing problems and suggesting the most likely solutions. It is available from: <http://support.starleaf.com/documentation/admin>

The articles in the StarLeaf Knowledge Base address a number of problems in detail: <http://support.starleaf.com/knowledge-base>

Both partners and end users can benefit from these resources. StarLeaf welcomes all comments and suggestions about how this body of information can be improved.

## Pre-sales

If there is a problem with demo systems during the sales cycle, please contact your StarLeaf pre-sales representative.

Video: [presales@starleaf.com](mailto:presales@starleaf.com)

Email: [presales@starleaf.com](mailto:presales@starleaf.com)

If for any reason you cannot reach your StarLeaf pre-sales representative, please contact StarLeaf Support as described below. We realize that a number of level 3 problems can occur at the pre-sales stage, where StarLeaf equipment is being introduced into a new interoperability and networking environment for the first time.

Any feature requests should also be directed to your pre-sales representative.

## Support contracts

Customers without support contract are only eligible to basic online support from the partner and StarLeaf.

Customers who have purchased a Connection License are entitled to support for the hardware associated with that Connection License as described below. A Connection License also entitles customers to use Breeze software with basic online support.

Customers who have purchased a Conference License are entitled to support for conferencing as described below. A Conference License also entitles customers to use Breeze software with basic online support.

Customers who have purchased a Premium Breeze Support contract are entitled to the support level as described below for their Breeze users (assuming the contract includes all of a customer's Breeze users).

### Level 1 and 2 support: Problems that should be investigated by the partner

The partner will provide Level 1 and Level 2 support, which includes direct initial contact with the end user, assistance with configuration and use of endpoints, as well as troubleshooting and resolution of end user networking issues.

Partners should use the StarLeaf Portal to add their own support contact details to the 'Directory entries' list of their customer's organisation. To avoid confusion, the default 'StarLeaf Support' entries should be removed. Contact StarLeaf Support if you would like to have a multi-user hunt group/alias set up on which to receive your customer support calls.

#### Directory entries

	First name	Last name	Work number	Home number	Cell number	Auto
Delete	Partner Support Number		support@partner.com			No
Add entry						

Level 1 / Level 2 requests:

- Moves, adds and changes via the StarLeaf Portal
- Assisting customers with scheduling conferences and interpreting call detail records
- Initial registration of endpoints on StarLeaf Cloud by means of the Quick Connect code
- StarLeaf endpoints not connecting to network
- Packet loss on calls

- Calls not being established at the expected bit rate or resolution
- StarLeaf Breeze not using the expected camera/speakers/headphones/microphones on a PC or Mac
- StarLeaf endpoints failing to connect to StarLeaf Cloud because of local firewall restrictions
- Registration of third-party H.323 equipment with the StarLeaf Cloud service

### **Post sales Level 3: Problems that should be escalated to StarLeaf**

Level 3 support requests should be escalated to StarLeaf Support if an issue cannot be resolved through Level 1 and Level 2. StarLeaf Support will work with you and, if necessary, directly with end users, to solve the problem. In such cases, StarLeaf Support will keep the partner informed about the progress of the case. It is in all parties' interest that StarLeaf partners learn more about how to resolve issues.

Level 3 problems:

- Changing a customer account from 'Trial' to 'Billed'
- Deleting invited Breeze guest accounts so that they can be added to an organisation
- Applying hard bit rate limits for the purpose of network troubleshooting
- Configuring PSTN SIP trunks and trunks to other VC equipment (subject to 'customization agreements' with StarLeaf)
- Setting up hunt groups
- Hardware fault with a StarLeaf endpoint
- Diagnosis of networking problems that cannot be resolved by the reseller
- StarLeaf Breeze failing to install or run on supported operating systems (as listed on the Breeze data sheet)
- Interoperability of 3<sup>rd</sup>-party H.323 endpoints and gatekeepers with StarLeaf Cloud (both registering with the StarLeaf cloud, and unregistered H.323 endpoints having problems connecting)
- Problems using the StarLeaf Portal for provisioning endpoints
- Unexplained loss of media channels during calls, or call drops
- Endpoints becoming disconnected from StarLeaf Cloud (soft keys disappear from endpoint screen and a flashing exclamation mark displayed in the top left corner)
- Features not working as intended

## Contacting StarLeaf Support

- Email [support@starleaf.com](mailto:support@starleaf.com) (this is our preferred method of contact and your emails are viewed immediately by a large group of Subject Matter Experts within StarLeaf) or submit the form at <http://support.starleaf.com/contact-support>. These methods automatically raise a service ticket and send you the details of that ticket.
- Call StarLeaf Support by video at [support@starleaf.com](mailto:support@starleaf.com), or by phone at +1 (408) 689 0448 or +44 1923 695003, or using the entries in your StarLeaf corporate directory.
- Care should be taken to provide full details of the problem and investigations attempted thus far.
  - In the case of endpoint provisioning or registration problems you will need to provide complete details of who the user is and which StarLeaf Cloud organization they belong to.
  - In the case of problems with specific calls, you will also need to provide the time and date of an example of the failed call scenario along with the source and destination of the call, as accurately as possible.
- Outside your standard business hours, if you need help with a critical issue, please be sure to email full details of your problem to [support@starleaf.com](mailto:support@starleaf.com) before calling. This is because your ticket might be handled by a member of our team from a different global region.
- StarLeaf intends to respond to all valid Level 3 support requests within six (6) working hours and to provide a root cause analysis report within 10 business days of resolution, if requested.

## Service notifications from StarLeaf Support

StarLeaf Support endeavours to keep you fully informed about events that impact the StarLeaf Cloud service. These events are:

- Feature Upgrades to the StarLeaf Cloud service.
  - StarLeaf releases feature upgrades to the StarLeaf Cloud service approximately every 6-8 weeks. These upgrades include bug fixes and new features. The upgrade process contains 2 main steps:
    1. StarLeaf deploys new software to the cloud-based StarLeaf Cloud infrastructure. These deployments are done out of business hours. All StarLeaf reseller admin contacts (as entered in the 'Reseller administrator email' field on the portal) and customer org admin contacts (as optionally entered in the 'Customer administrator email' field on the portal) receive an upgrade notification email approximately 2 days before the

upgrade with a link to release notes. If, after sending the initial upgrade notification email, StarLeaf decides to delay the planned upgrade for any reason, further upgrade notification emails will be sent to keep you fully informed of our intentions. Further email addresses can be added to the distribution list on request.

2. StarLeaf endpoints receive firmware upgrades. After the StarLeaf Cloud infrastructure has been successfully upgraded, firmware upgrades might be rolled out to StarLeaf endpoints. Hardware endpoints are automatically upgraded (this process involves a remotely initiated reboot) as part of the StarLeaf Cloud upgrade process and this will happen during the maintenance window announced in the upgrade notification email. Windows and OS/X clients will automatically download the upgrade the first time the user logs in after the StarLeaf Cloud upgrade. Users of the iPad app will need to download upgrades from the Apple Store.
- Maintenance Upgrades to the StarLeaf Cloud service.
    - Between feature releases StarLeaf may occasionally roll out a patch or maintenance release to some part of the StarLeaf Cloud service. This will occur as above with notifications and release notes being sent in the same manner.
  - Service-impacting planned maintenance
    - StarLeaf occasionally needs to undertake planned maintenance of the equipment that provides the StarLeaf Cloud service. Such maintenance windows are specific to individual nodes on the StarLeaf Cloud service and therefore impact only a small subset of customers. They are scheduled for outside of business hours. The resellers and administrators of the affected organisations receive maintenance notification emails 2 or more days in advance.
  - Service-impacting problems and emergency maintenance
    - In the rare event of an unforeseen problem impacting on the StarLeaf Cloud service, StarLeaf Cloud's extensive and detailed internal monitoring will alert us very quickly. We will provide information to affected customers and resellers through 2 main channels:
      1. The status web page at <http://support.starleaf.com/service-status>
      2. Depending on the duration and nature of the outage, e-mail notifications providing updates and estimates of time to resolution.

## Legal Information

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