| LEVEL | Level Explanation | MAIN RESPONSABILITIES | Troubleshooting expectations and tasks | Resources | Escalation Criteria |
|---|---|---|---|---|---|
| Customer<br><br>Self-Service Support | **Description: Provides resources enabling users to independently troubleshoot.**<br><br>**Examples: Knowledge bases, FAQs, video tutorials, community forums.**<br><br>**Requirements:**<br>**Basic understanding of Anywhere365® architecture,** | Configuration of Anywhere365® and functional management<br>- Configuration of the environment setup.<br>- Maintenance: Client secrets and credentials renewal, software updates, etc.<br>- Up-to-date documentation and technical backup functional configuration. This includes, but is not limited to, the configuration of SharePoint settings, Dialogue Studio flows, PowerBI queries, Connectionstrings to SQL databases or CRM platforms, ClientSecrets, API keys to AI Cloud Speech providers, etc.<br><br>Information Gathering:<br>- Document the issue: Provide a clear description, including expected and actual behavior, and error messages.<br>- Steps to reproduce: Detail steps to reproduce the issue.<br>- Collect evidence: Gather logs, screenshots, Har files, or any other relevant evidence.<br>- Collect a dialogue example with a timestamp<br>(E.g., search CallDetailRecords and dialogue details using PowerBi Template).<br><br>Eliminate other causes: Verify any other potential cause within the customer tenant (Teams, SharePoint, Azure, Connectivity (wifi/cable), SBC, firewall, VPN, anti-virus....). As per RASCI Customer - Anywhere365® for Operational Support.<br><br>Business Impact Assessment.<br>- Define case urgency and impact (Severity Matrix).<br>- Determine what functionality is impacted<br>- Describe Frequency: Constant, intermittent, one recurrence<br>- Assess how the issue affects the customer´s business<br>  (Operational, financial, reputation, legal & compliance risk, etc.) | **Expectation:** Rule out other potential causes outside Anywhere365® software.<br><br>**Tasks:**<br>**Customer Environment/Tenant Check.**<br>- Verify recent changes: Check for recent changes to the customer infrastructure.<br>(e.g., changes / patches / updates in OS; DNS; Firewall; hardware; firmware; SBC; SQL Server; SharePoint; Anywhere365® component, etc).<br><br>**Anywhere365® Maintenance tasks:** Client secrets and credentials renewal, software updates, etc.<br><br>**Anywhere365® Software version Check.**<br>- Update Software: Ensure a technical supported bundle is installed.<br>- Check compatibility: Verify compatibility with the installed bundle if a client app is involved.<br><br>Anywhere365® Configuration Check.<br>- Verify configuration is correct, review installation guides.<br>- Consult FAQs: Review the Frequently Asked Questions (FAQs) section for common issues and solutions.<br> - Use Knowledge Base: Search the knowledge base for relevant articles and guides.<br><br>* Customers may outsource or delegate these tasks to a trusted third party. Anywhere365® is pleased to collaborate with any trusted third party. | **Customer:**<br>- PowerBi Template<br>- Local Application Logs<br>- Self-Help Resources | Solution not found on customer environment<br>Solution not found on configuration<br>Solution not found on Self-Service Support resources |
| L1 - Basic Support | **Description: Handles general inquiries and basic troubleshooting.**<br><br>**Examples: Password resets, Configuration setup, Maintenance tasks, (client/certificates renewal), basic usage questions.**<br><br>**Requirements:**<br>**Access to KB and access to Partner Portal.**<br><br>**Basic understanding of Anywhere365® architecture and UCC Logs** | Support Customers with the configuration of Anywhere365® and functional management<br>- Configuration of the environment setup.<br>- Maintenance: Client secrets and credentials, software updates, etc.<br>- Up-to-date documentation and technical backup functional configuration. This includes, but is not limited to, the configuration of SharePoint settings, Dialogue Studio flows, PowerBI queries, Connectionstrings to SQL databases or CRM platforms, ClientSecrets, API keys to AI Cloud Speech providers, etc.<br><br>Triage and Categorize.<br>- Categorize case type, product & Functionality.<br>- Prioritize the issue based on Severity and Impact.<br>- Review prerequisites from the previous level.<br><br>Issue Acknowledgment.<br>- Acknowledge the issue to the requestor (Call and/or First response email).<br>- Verify if the provided details are sufficient to start the investigation.<br>  - Sufficient: provide confirmation.<br>  - Insufficient: Request the missed details required.<br><br>Resolution of Simple and Common Issues:<br>- Use predefined scripts and processes.<br>- Provides solutions and workarounds based on KB and Product documentation.<br><br>Resolve simple and common Service Requests using the Partner Portal<br>(E.g., Contact center creation/administration, bundle Updates, new feature activation, maintenance tasks). | **Expectation:** Apply Documented fixes and workarounds<br><br>**Task:**<br><br>**Support Customer with Anywhere365® Maintenance tasks:**<br>Client secrets and credentials renewal, software updates, etc.<br><br>**Perform Basic-Level Troubleshooting.**<br>- Eliminate basic potential causes (E.g.: Teams Client, Hardware).<br>- Verify the environment bundle version and compatibility.<br>- Check UCC Health in the Partner Portal.<br>- Search for specific log lines when this is indicated in the documentation.<br>- Perform actions in the Partner Portal as indicated in the documentation.<br>  (Example: Client secret expired)<br><br>**Provide a Comprehensive Scenario Description:**<br>Provide a Comprehensive Scenario Description, reproduction steps, and all steps taken to analyze and resolve the issue up to this point.<br>- Issue Description.<br>- Reproduction steps.<br>- Example & Relevant details to troubleshoot the issue - Who, what, when, where, how.<br>- Accompanying proof (logs, screenshots, config settings, HAR files ...).<br>- Action taken, expected result, actual result.<br>- Checks and actions performed. | **Partner:**<br>Partner Portal<br>PowerBi Template<br>UCC Logs<br>Local Application Logs<br><br>**Anywhere365®:**<br>Partner portal internal options (See doc)<br>OVOC<br>Grafana<br>Dialogue Usage overview<br>Interceptor logs/query<br>Log analytics<br><br>Cloud inventory | Solution is not documented.<br>Solution Documented didn't work |
| L2 - Intermediate Support | **Description: Addresses more complex issues requiring intermediate technical knowledge in Anywhere365®.**<br><br>**Examples: Complex Configuration issues.**<br><br>**Requirements: Access to KB and access to Partner Portal.**<br><br>**Intermediate understanding of Anywhere365® architecture and UCC Logs** | Identify the Root cause in the Anywhere365® deployment:<br>- Configuration<br>- Customer tenant<br>- Anywhere365®<br><br>Customer Assistance in Tenant issues<br>(E.g., SBC, Azure Tenant, Connectivity)<br><br>Customer Assistance in Configuration issues<br>- Assisting customers with UCC configuration changes<br>- Performing required changes and actions in the Partner Portal<br><br>Analyse Root Cause<br>- Assist customers in conducting root cause analysis to identify underlying issues due to configuration.<br>- Recommend long-term solutions on the customer environment (not software level) to prevent recurrence.<br><br>Example:<br>Issue: Changes made in SharePoint are not taking effect<br>Root cause found analyzing the logs: Client Secret Expired<br>Fix: Renew client, set new client secret using partner portal<br>Prevention: Set reminder to renew the new client secret before it expires | Expectation:<br>Identify Root cause in the Anywhere365® deployment:<br>- Configuration<br>- Customer tenant<br>- Anywhere365®<br><br>Tasks:<br>Perform Intermediate-Level Troubleshooting.<br>- Reproduce issue on L2 Lab.<br>- Analyse UCC logs.<br>  o Trace dialogue examples provided.<br>  o Compare succeed event with a failed event.<br>  o Isolate platform elements involved in the issue scenario.<br>  o Document Finding<br>  - Review Configuration.<br><br>Document steps taken to analyze and resolve the issue at this point<br>Provide a clear and complete description of the scenario and analysis done by level 2 to ensure level 3 can continue the investigation without having to revert back for basic/known information. | **Partner:**<br>Partner Portal.<br>PowerBi Template.<br>L2 Lab Environment.<br>Har Files. | Solution not found in customer environment.<br>Solution not found on the configuration.<br><br>Root cause not identified using intermediate troubleshooting tools (Partner Portal, UCC Logs). |
| L2 - Advanced & L3 Expert Support | **Description:** Addresses the most complex and critical problems requiring Expert-Level technical knowledge that cannot be resolved through configuration or standard troubleshooting.<br><br>**Examples:** Incidents caused by software defects.<br><br>**Requirements:**<br>Advanced & Expert understanding of Anywhere365® and UCC Logs. Access to Anywhere365® Infrastructure and advanced troubleshooting tools | Identify the root cause in Anywhere365® Software:<br>- Configuration.<br>- Cloud infrastructure.<br>- Software Defect.<br><br>Best effort consultancy on customer assistance.<br>Guiding further troubleshooting steps when the root cause is identified outside Anywhere365®<br><br>Cloud Infrastructure incident management:<br>- Identifying, reporting, and collaborating with internal Anywhere365® departments on incident resolution.<br>- Providing regular updates on the progress to customers impacted.<br><br>Analyze Root Cause:<br>Conduct root cause analysis to identify underlying defects.<br>Problem reporting to Development.<br><br>Documentation of Known Errors and known issues:<br>- Document known errors and their solutions or workarounds.<br>- Maintain an updated knowledge base to assist in future troubleshooting efforts | **Expectations:**<br>**Identify the root cause in Anywhere365® Software:**<br>- Configuration<br>- Cloud infrastructure<br>- Product Defect<br><br>**Tasks:**<br>**Perform Advanced-Level Troubleshooting.**<br>- isolate the platform element involved in the issue scenario.<br>- Identify the platform element causing the issue<br><br>- Research technical product documentation to understand the intricacies of the issue.<br>- Reproduce the issue in the L3 Lab to analyze and identify the root cause.<br>- Utilize advanced troubleshooting tools and techniques to resolve the issue. | | |