



BOSS Solutions offers the following support services for BOSSDesk & BOSS811. All support services are from our corporate offices in Peachtree Corners, GA.

## **BOSS SOLUTIONS PROVIDES THE FOLLOWING:**

- **Ongoing support** - BOSS has a dedicated support team to address customer issues.
- **Forum** - View documentation, FAQs, discussions on information related to our products.
- **Create Tickets** – Simply click on the mail icon on the top right corner of BOSSDesk/BOSS811 portal and put in relevant information to create a support incident in our support system.
- **Phone Support** - Customers can call the support line 888.669.8946 option 3. Create a ticket and call with the ticket ID. We have our support team answering the support line during business hours from 8:30 AM to 5:30 PM US Eastern time. In the event the support team is on other calls you will be given the option to leave a message which will be responded based on the severity of the issue reported.
- For **after-hours** create a ticket in our system and the on-call support professional will call back to provide a resolution. We will also provide a contact number for emergency calls.
- **Monthly e-learning sessions** where our technical team will be share new capabilities added that month and also go over some key capabilities. Participants can also ask questions on specific items on how to use certain capabilities.

## **HOW TO RECEIVE BOSS SUPPORT**

Visit the forum and post your support request on the forum which will get responded by the BOSS team or other forum visitors. This is available to all customers including those who are not on support agreement with BOSS. All BOSS support is provided directly by BOSS employees who are trained by BOSS and located in the USA.

- Click on the mail icon on the right top corner of your portal and submit a Request for Support. This creates a ticket in our help desk system and we respond to the request appropriately.
- Send an email to [Support@boss-solutions.com](mailto:Support@boss-solutions.com) with details of your request or issue and this will create a ticket in our system.
- Any of the above will create a ticket in our help desk software and will be queued for support.
- You can also call BOSS support at 888.669.8946 option 3 for support and can talk to a support professional or leave a message and one of our support staff will reach back to you. BOSS support services are staffed to provide full support during normal business hours.

## **SUPPORT CONTACT DETAILS**

- 350 Research Court, Suite 110, Peachtree Corners, GA 30092
- Email at [support@boss-solutions.com](mailto:support@boss-solutions.com)
- Toll Free: 1-888-669-8946
- <https://www.boss-solutions.com/support.html>



## OUR SERVICE LEVEL AGREEMENT

BOSS Support services follow a multi-tier approach to problem resolution. This ensures timely response to customer inquiries. Outlined below is the general flow a Support ticket goes through to reach resolution.

1. Tickets are acknowledged via an automated email letting you know that a ticket has been recorded as well as the ticket number for tracking purposes.
2. The Support analyst determines priority based on established service Level guidelines.
  - a. For severity Critical (critical issues - software non-usable), the customer is contacted within two business hours.
  - b. For severity high (performance degraded), the customer is contacted within four hours.
  - c. For severity Medium (workaround available and operation is not affected), the customer is contacted within one business day.
  - d. For severity Low (no operational impact) customer will be contacted in two business days or emailed with resolution if one is available.
3. Once the ticket has been created, the Support Coordinator attempts to resolve the issue at First Level Support. If the ticket cannot be resolved, the ticket is escalated to a specific Support Engineer to be resolved at Second Level.
4. The Support Engineer at Second Level will assign the ticket to a member of the Support or Engineering Team depending on the type of issue. The assigned individual will work to resolve the problem and report back to Support once the issue has been resolved. If additional information is needed, the ticket will be placed in pending status and the individual will contact the customer for more information. This could also involve the customer providing a copy of the database to recreate the problem they are facing. Once that information is received, the ticket will be resolved and Support notified.
5. If system/program modifications are required, quality assurance testing is completed prior to ticket resolution.
6. Once the issue has been resolved, release is coordinated with the customer and notification is sent to the Support Engineer. The Support Engineer will follow up with the customer either by phone or e-mail to ensure the customer's satisfaction with the resolution before closing the ticket.
7. Customer surveys will be conducted periodically to ensure satisfaction and process improvement.