

# Technical Support Guide

Welcome to Dynamix's 24/7 Technical Support for all our products and services!

Dynamix's business objective is to ensure the success of all our customers by providing the best, most competitive and affordable solutions augmented by our highly skilled dedicated in-house technical support.

We have streamlined our customer support process to make it easy for you to use regardless of the products and/or services you have selected to engage. Our support process is intentionally designed to allow you to easily report any issues or make requests day or night and expect the issue to be addressed in a timely manner. With our 24/7 helpdesk and technical support offices located in the USA, EMEA and APAC providing overlapping coverage around the clock, our customers never have to worry about reaching out for support when in need.

This document is focused on helping you become familiar with Dynamix's support programs, services and procedures.

# Table of Contents

<b>1. Getting Started</b>	4
1.1. Service Agreement	
1.2. Account	
1.3. Contacts	
1.4. Permissions	
<b>2. Support Types</b>	5
2.1. Remote support	
2.2. On-site support	
2.3. After hours support	
<b>3. Reporting Procedure</b>	6
3.1. Customer Responsibilities	
3.2. Reporting an issue	
3.3. Participating in request	
<b>4. Ticket Management</b>	7
4.1. Ticket handling process	
4.2. Ticket closure policy	
4.2.1. Standard closures	
4.2.2. Non-standard closures	
4.3. Technical support inclusions and exclusions	
4.3.1. Technical support inclusions	
4.3.2. Technical support exclusions	
<b>5. Availability</b>	7
5.1. Up-time	
5.2. Down-time clarification	
<b>6. Ticket Severity and Response Times</b>	8
6.1. Priority guidelines	
6.2. Service Level Objectives	
6.2.1. Response times	
6.2.2. Escalation threshold	
<b>7. Contact Methods</b>	8
7.1. Corporate offices	
7.2. Support contact methods	
<b>8. Resources</b>	8
8.1. Knowledge base	
8.2. System status	
8.3. Training videos	

# 1. Getting Started

The following are the only requirements necessary to start interaction with Dynamix Support:

- Sign service agreement (see [paragraph 1.1. Service agreement](#))
- Create account (see [paragraph 1.2. Account](#))
- Establish key contacts (see [paragraph 1.3. Contacts](#))
- Set permissions for access to support tools (see [paragraph 1.4. Permissions](#))
- Schedule training with key contacts to review support access methods

## 1.1. Service agreement

It starts with a contractual service agreement for Dynamix products and services as defined by your needs. For a list of all our products and service, visit our website: [www.dynamixcloud.com](http://www.dynamixcloud.com).

## 1.2. Account

Dynamix will create an account in the ticket system. Each customer account is assigned a unique account name and number. Only contacts created within the account have access to the account.

## 1.3. Contacts

Contact records are created by Dynamix for each employee within the account. Key contacts are identified for the purposes of determining those authorized to approve purchases or change management within the customer environment, those needing access to billing, ticket management or documentation and identifying key VIP personnel who should receive escalated support responses.

## 1.4. Permissions

Dynamix provides multi-level user permissions which can limit the user's interaction to strictly his/her requests or provide full access to all user requests for their entire account. Employees eligible to access your account's customer portal will be issued a user name and password.

# 2. Support Types

## 2.1. Remote support

You can access remote support through phone, email, our online support form or using our Live Chat (see [Section 7, Contact Methods](#)). All remote support issues and requests are tracked via a ticket system of which you have 24/7 visibility and receive both manual and automated communications from Dynamix Support.

## 2.2. On-site support

Using our many tools, Dynamix techs are able to resolve most tickets remotely, however Dynamix provides on-site support as appropriate. On-site support can be scheduled with your Account Manager.

## 2.3. After hours support

Our support processes and procedures ensure that customers with an emergency situation after hours can expect to receive the same service response time and effort as they would during business hours. All tickets are reviewed by the After Hours Support Team when received and Priority 1 tickets are addressed immediately (see [Section 6, paragraph 6.1. Priority Guidelines](#)).

# 3. Reporting Procedure

## 3.1. Customer responsibilities

It is important to accurately report the problem or the nature of your request and that there be clear and effective communications between you and Dynamix.

## 3.2. Reporting an issue

You can report an issue by phone, email, our online support form or using our Live Chat (see [Section 7, Contact Methods](#)). You will need to provide Dynamix with at least the following information:

- Contact information (phone number, email address)
- Preliminary assessment of the scope and severity of the problem/request including the number of affected users
- Additional details and examples needed to resolve the issue

When opening a support request, a ticket number will be assigned and provided to you. Retain and use the ticket number to facilitate future communications with us regarding your request.

## 3.3. Participating in request

In order to be effective, we need you to respond to requests for technical information in a timely manner. We rely on you to participate in the request resolution by:

- Providing timely responses to inquiries for additional information
- Support further testing and diagnosis if requested
- Track and provide requested data
- Participate on calls as needed

# 4. Ticket Management

## 4.1. Ticket Handling Process

Reported issues and requests are managed within in Dynamix's ticket management system. The ticket handling process is a simple 3-step process: Creation, Resolution and Notification.

### Creation

Dynamix provides multiple methods by which you can access support:

- Phone
- Email
- Online Support Form
- Live Chat

When opening a support request, a ticket number will be assigned and provided to you. Unless specified, any employee can open a support request. The person who initiates the ticket becomes the ticket contact. Tickets can only be accessed by the ticket contact and/or any person with privileges to access all tickets for your account.

### Resolution

- Each ticket is designated a ticket number for tracking purposes
- A priority is assigned to the ticket (see [Section 6, paragraph 6.1. Priority guidelines](#))
- The priority level dictates the Service Level Objective (SLO)
- Tickets are assigned a dedicated technician for accountability and resolution
- The dedicated technicians interact with you to guarantee accurate resolutions
- Tickets are monitored daily by Dynamix Management to ensure that the SLOs will be achieved

### Notification

- The dedicated technician is responsible to notify you when the ticket has been resolved
- The dedicated technician closes all resolved tickets

When a ticket is not resolved within the escalation threshold (see [Section 6, paragraph 6.1. Priority guidelines](#)), Dynamix Management is notified.

## 4.2. Ticket closure policy

### 4.2.1. Standard closures

- Request has been resolved
- You have been notified that the ticket has been completed
- Your confirmation the request has been satisfactorily completed.

### 4.2.2. Non-standard closures

- We will close a ticket if you do not respond to repeated inquires (3+) by our technicians to confirm whether the problem has been satisfactorily resolved
- Your support service contract has expired

- Your account has been placed “On-Hold”

Closed tickets may be re-opened if the reported problem persists.

### **4.3. Technical support inclusions and exclusions**

#### **4.3.1. Technical support inclusions**

Dynamix Support will assist with questions and product behavior issues pertaining to supported Dynamix products and services in the area of:

- Installation
- Deployment
- Administration
- Configuration
- Maintenance
- Upgrades
- Features
- Functionality

#### **4.3.2. Technical support exclusions**

Dynamix Support will not assist with:

- Uncertified architectures, platforms or configurations
- Operating Systems or applications that are unsupported or lack vendor maintenance contracts
- Dynamix products and versions that have passed their published End of Support dates
- Problems caused by damaged software/hardware or modification of software, not as provided in the software documentation
- Problems related to software add-ons/downloads not approved by Dynamix
- Unauthorized changes to the agreed upon network architecture
- System abuse/liabilities cautioned by Dynamix without proper protection implemented



# 5. Availability

## 5.1. Up-time

Dynamix will provide the following up-time availability commitments for all services and peripherals provided by and/or managed and maintained by Dynamix.

Dynamix will not be held responsible for failures from client's negligence or omissions to properly maintain and operate their on-site peripherals.

Services	Up-time percentage
Network Services	99.99%
Cloud Services	99%
Operational Services	99%
Business Voice/SIP Services	99.99%

*\* Business Voice/SIP Services up-time does not necessarily guarantee overall quality of the service to the end user. Client is ultimately responsible for the quality of the last mile internet connection which will to a large extent determine the quality of the service the end-user experiences. Dynamix will not guarantee on SLA on internet connections not provided by Dynamix.*

## 5.2. Down-time clarification

Down-time is calculated from the time in which the client notifies Dynamix of an outage until the time at which the service is re-established.

Down-time does not include outages that occur as a result of scheduled maintenance events.

# 6. Ticket Severity and Response Times

## 6.1. Priority Guidelines

The below guidelines show each Priority Level. A Priority level is assigned to the support ticket. Dynamix follows a 4 Tier Ticket Priority Structure with Priority 1 being the highest priority tier.

Severity level	Description	Response Time	Escalation Threshold
Priority 1 (P1)	<b>Critical</b> Service not available (all users affected and required business functions unavailable)	Within 1 hour	2 hours
Priority 2 (P2)	<b>High</b> Significant degradation of service (large number of users or business critical functions affected)	Within 2 hours	4 hours
Priority 3 (P3)	<b>Medium</b> Limited degradation of service (limited number of users or functions affected, business processes can continue)	Within 24 hours	48 hours
Priority 4 (P4)	<b>Low</b> Small service degradation (business process can continue)	Within 48 hours	96 hours

## 6.2. Down-time clarification

Down-time is calculated from the time in which the client notifies Dynamix of an outage until the time at which the service is re-established.

Down-time does not include outages that occur as a result of scheduled maintenance events.

# 7. Contact Methods

## 7.1. Corporate offices

### **Dynamix - Miami**

333 NE 24th Street #310  
Miami, FL 33137  
United States

Tel: +19543338228  
Fax: +19543338229

### **Dynamix - Amsterdam**

Deymanstraat 14H  
1091 SE Amsterdam  
The Netherlands

Tel: +31208085000  
Fax: +31202415101

### **Dynamix - Hyderabad**

Manjeera Majestic Commercial Complex  
Suite 608 KPHB Colony Phase-1  
500072, Hyderabad  
India

Tel: +18553968643  
Fax: +19546075739

## 7.2. Support contact methods

### **Phone**

- Main Support Line: [+19547194055](tel:+19547194055) (toll free)
- This should be used for all time sensitive or critical requests
- Dynamix techs are available 24/7 to create new tickets or provide updates on existing tickets

### **Email**

- Send an email to [support@dynamixcloud.com](mailto:support@dynamixcloud.com)
- Automatically creates a new ticket and queues it for tech assignment
- Tickets opened by email are reviewed before a priority is assigned
- To change your ticket priority: Call Dynamix Support and have your ticket number available

# 8. Contact Methods

## 8.1. Knowledge base

Access our collection of online information at [support.dynamixcloud.com](https://support.dynamixcloud.com).

Use the Knowledge Base to find solutions and information relating to our products and services. The Knowledge Base is kept current with documentation, downloads, top Knowledge Base articles and product specific solutions.

## 8.2. System status

On our status page you will find the most updated information related to our services. We recommend that you bookmark this page or subscribe to receive notification. You can access the status page by going to [status.dynamixcloud.com](https://status.dynamixcloud.com).

## 8.3. Training videos

A full set of training videos regarding our products and services are available on our YouTube Channel, [www.youtube.com/dynamixcloud](https://www.youtube.com/dynamixcloud).