# THE PROCESS 5 STEPS TO PROBLEM RESOLUTION



## 2







### **Open A Trouble Ticket**

Open a trouble ticket with your SmartNoc via toll free 800 number, email, or Smart Portal.



by



or









NOC

Open A Ticket

Phone

Em

Email

.

SmartPortal

First Responder

## **Technical Case Managers (TCM) Support**

Your TCM owns the management of your ticket from A to Z managing all assets required for resolution.



## **TCM Escalate To Tier 4 Expert Level Engineering**

If your problem is complex and requires Expert level SME help, your TCM engages Tier 4 Engineer. Tier 4 creates a solid action plan for resolution.







Ticket Requires Expert Engineer

**Engage Tier 4 Expert** 

### If A Part Is Required

If it is determined a part has failed and is required for resolution Smart Logistics takes over.



TCM Engage Smart Logistics



Smart Logistics



Replacement Parts Arrive Within SLA Targets Both 24x7 and NBD

### If The Replacement Part Requires A Field Engineer

If the replacement part requires a Field Engineer your Smart Hands FE will be engaged and dispatched to your location to replace your failed part and restore your system.











TCM Engages FE

Part Replaced and Your System is Restored

TCM Closes Your Ticket