

Title:	Escalation Document		
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2 Aim / Description

To ensure that all of our customers are aware of the escalation path for technical or customer support issues and to ensure all customers are aware of the path to follow should they need to pursue a complaint.

3 Departments / people affected by department

All Tickets.com EMEA Departments.

4 Procedure

Please ensure that all calls are logged with the Customer Support Helpdesk through one of the following paths:

- **On-line via our customer web portal at www.provenue.net.**

If you have not used this customer portal before we do recommend that you do so as you will have the ability to log new support calls for the helpdesk or internet teams, view any open calls and review any old closed calls.

If you haven't done so yet you will need to 'register' on the site and enter some venue information. Your registration will then be verified by our team and access will be granted to your venue's calls.

- **By emailing us at uksupport@tickets.com.**
Your call will be automatically logged in our call logging system to be allocated to a member of the team.
- **By calling us on 0845 3302343**
(+44 (0)1908 232404 International). Then select the Tickets.com product your venue use. Option 5 for ProVenueDatabox™ or, Option 6 for ProVenueMax™ and PASS™ customers.

4.1 Out of hours

If you need to log an issue outside of our usual support hours and it is of a 'Priority 1'; Urgent or Emergency status please do not log this by any means other than calling us. The numbers are still the same as above.

Outside of normal business hours which we have a member of the support team for each product on beeper duty and will respond to emergency 'Priority 1' situations only.

Our priorities are outlined as follows:

Priority 1 Urgent or Emergency issues. Total ticketing system down (unable to sell or print tickets).

Priority 2 The ticketing software can still function but an important part of it is not operating correctly.

Priority 3 A feature of the system is not working correctly but the software can largely be operated without it. General questions and queries about the software also fall within this category.

Our standard helpdesk opening hours are Monday to Friday 09:00 until 17:30.

4.2 Service Level Agreement

Once logged your calls are prioritised by our Support team as follows:

Priority Type		First Response	Expected Resolution
Priority 1	Critical	Within 30 Minutes	Within 2 working days of the request.
Priority 2	Major	Within 1 hour	Within 5 working days of the request.
Priority 3	Minor	Within 2 hours	Within 15 days of the request.
Priority 3 (advice)	Advice/ Low Priority	Within 2 working days of the request	

Please note that 'out of hours' support will only cover **Priority 1** issues specifically related to the inability to sell or print tickets. The response time during this period is within 1 hour.

Tickets.com does not offer any guarantees of solving problems outside of our standard business hours and all calls are dealt with on a best endeavours basis.

We will strive to respond to and resolve your calls within the time frames listed above.

The Customer Services Management team regularly run statistical reports and monitor call levels to attempt to reduce the chances of calls breaching the SLA.

4.3 *Complaints or Escalations*

If you are unhappy with the support or service you have or receiving or you need to escalate a particular issue please see the diagram below which explains the official Tickets.com escalation channel.



Please begin by speaking to the Customer Services Manager. If the Customer Services Manager is unavailable the Deputy Customer Services Manager or the Technical Account Manager should be contacted in the first instance.

The current post holders for each of these positions can be found on www.provenue.net, please call 0845 3302343 and ask to speak to them or use their direct contact information.

4.4 *Technical escalations*

Having logged a call you may be informed that your issue has been escalated due to technical reasons. This may occur for example, if a support representative has been unable to resolve the call themselves and needed extra assistance they may have escalated the issue to a higher technical level or department.

The levels of service are:

- 1st Line – Customer Helpdesk support representatives.
- 2nd Line – Senior Helpdesk Support agents.
- 3rd Line – Specialist departments and senior specialists.

These departments include:

- Technical Services, for all calls which require more intensive technical assistance.
- Internet Services, for all Internet sales related problems.
- Professional Services UK, for any issues with custom reports and functionality.



PROCEDURE

- Professional Services US, for issues related to ProVenueMax™.
- Application Services or Product Development for any product bugs or enhancements (dependant on product). These items are discussed in a weekly triage meeting for each product and their value is assessed and the change is assigned to a version for fix where appropriate.

Should your call be escalated you should expect to be kept fully informed of progress.

Should you have any questions regarding this process please contact the Customer Services Manager, contact details are available on Provenue.net in the contacts section.