

Customer Support Escalation Procedure

Customer Support

What should I expect from Customer Support?

Our customers have access to a comprehensive library of knowledge articles in our portal. If these articles do not answer your query, then we encourage you to submit a request via the [support portal](#). Your request will be triaged within 4 working hours of receipt.

How do you prioritise requests?

When a request is assessed, we send you an initial email to confirm the ticket number and the details you have provided. The email includes our 'priority' rating. A priority of 'P3' is the default for all new tickets. The Help Desk assess whether a ticket should be increased to a priority of 'P2' or 'P1'. We assess the severity of the issue relative to other active tickets, the degree to which it is business critical, the degree to which it affects all customers, and in the case of development work, whether it is a defect or an enhancement.

What should I do if we require urgent assistance?

We always strive to provide the highest level of service and have implemented a comprehensive [support portal](#) to handle and resolve your support challenges and questions if they occur. On occasion, you may find it necessary to request additional support or attention. We have created this escalation process to support you when you need assistance most.

If you regard your ticket as one of high urgency, for instance the system is unavailable in whole or in some major part, then please

1. Create the ticket using the support portal and then
2. Contact the help desk by phone to discuss how we can provide immediate help.

What if you do not host our system and we host it ourselves?

If we have an arrangement for remote access that requires you to give us permission to connect to your servers, then you are responsible for making sure we receive a timely response to our request for access. It is unlikely we can help with technical issues unless we receive this access.

What is the escalation procedure?

If our handling of your submitted request requires attention, you can raise an escalation through the tracked ticket via the [support portal](#) or by contacting the Support desk or your dedicated Customer Experience Manager (CXM) directly.

If reporting via your submitted request, you may comment directly on the ticket or reply to a related email received from the support portal.

You can escalate to the Head of Support directly at support@kineticsoftware.com or on +44 (0)1908 067020.

Your Customer Experience Manager can be contacted through usual channels, at customerexperience@kineticsoftware.com or by dialling +44 (0)1908 067000.

Once an escalation has been received by the Head of Support, they will liaise with key members of the Kinetic team and will contact you directly usually within 4 working hours for P1 and P2 and within 8 working hours for P3, P4 and P5 rated tickets.

What happens after an escalation is resolved?

We understand that an escalation is often our customer's last resort and usually, time is of the essence. It is crucially important to all at Kinetic to avoid as many of these occurrences as possible. Where an escalation is raised, we seek to learn, adapt and improve through a PER (post escalation review) with a RCA (root cause analysis) where necessary. A PER will be conducted internally to establish key learning opportunities for both Kinetic and our customer to strengthen our partnership and improve how we work together.

Where we need to provide additional feedback to our customer, the Head of Support, Support Analyst or Customer Experience Manager will make contact. Alternatively, the results of a PER can be requested by contacting the Kinetic team.

Non-support Related Escalation

What is the process for a non-support related escalation?

All business standards observed throughout Kinetic aim to avoid the need for our customers to escalate their concerns. On occasion, we understand that you may feel that a concern is not being handled to your expectation. If your concern is not customer support related, you should make contact with the concerned department lead using the following details:

Department	Email	Phone
Customer Experience & Support	ali.bott@kineticsoftware.com	+44 (0)1908 067000
Finance & Legal Professional Services	robert.webber@kineticsoftware.com sally.flewitt@kineticsoftware.com	+44 (0)1908 067000 +44 (0)1908 067000

The department lead will endeavour to acknowledge your escalation within 8 working hours. If your escalation presents a potentially detrimental impact on your organisation, then we recommend using the phone numbers provided instead of email.

Will a PER (post escalation review) occur on escalations unrelated to customer support?

Yes! The Kinetic team take all escalations incredibly seriously. The same PER process will be followed regardless of the source of concern.

What should I do if I am dissatisfied with the way my escalation has been handled?

In the rare case of your escalation not receiving the level of care expected, we ask that you further escalate to our board members. Our board members can be contacted either via email at board@kineticsoftware.com or by phone on +44 (0)1908 067000. If you choose to phone, you should ask for a Kinetic board member and explain that you wish to escalate a concern.