4 Ways to Contact us for Support

truadvantage
award-winning • IT & Cybersecurity

Need help?

1. **Chat**   Built-in to Teams and Slack
2. **Phone**   408.680.8389
3. **Email**   help@truadvantage.com
4. **Portal** totalCARE.truadvantage.com

To report issues effectively, be ready to answer the following questions:

- When did this start? Last time it happened?
- Is it affecting only you or others as well? (Urgency)
- Can you still work, or are you blocked? Do you have a workaround? (Impact)

/ ticketing tips

1) Please Do Not email or CC individual engineers/staff

   Only help@truadvantage.com

2) Please <u>Do Not</u> use subjects like: "URGENT!!!" or "Heeeeeellllllp…"

   Instead, a brief description: "My desk printer is blinking red light"

3) Please <u>Do Not</u> grab an onsite engineer to help, open a ticket

4) Please <u>Do Not</u> ask for engineers' direct <u>number</u>, <u>extension</u>, or <u>email</u>

/ order of escalation

a) Service Coordinator

b) Client Success Manager (CSM)

c) Service Manager

Note:

   Main Client Care Line 408.680.8389 → All options are on our phone menu

For After-Hours Emergency we have a process in place

SLA	totalCARE plan			
	Help Desk	Normal	Quick	Emergency
Respond	Live	15 Min	15 Min	15 Min
Start	Live	2 Days	4 Hours	30 Min
On-site	N/A	3 Days	8 Hours	2 Hours

Office Hours: 8:30 AM – 5:30 PM

For requests sent to help@truadvantage.com, use the following prioritization keywords in the subject:

"Emergency" MAJOR problem for everyone *Keywords:* Emergency

"Quick" Major issue for a group of users *Keywords:* Quick, Urgent, Critical

Normal Minor issue for one or a few users

Extended Nice to haves, and no-rush tickets

Immediate Onsite: **Call** >>> I declare an EMERGENCY & need someone here now
= we drop everything and send an engineer right away *(emergency rates apply)*

*Emergencies can only be declared by authorized points of contact.

/ after-hour emergency response

a) You may call our 24/7 Help Desk at any time

b) For after hour emergencies, **only authorized contacts can call**

    (1) Contact our Main Line **408-680-8389**

    (2) Press **Option 2**

    (3) Our after-hour dispatch will connect you to an engineer or will have an on-call engineer call you back within 30 minutes. Voicemails will also be responded to within 30 minutes.

c) We will follow our escalation process and can even dispatch our on-call engineer to your site, if need be.