

A call center agent is shown in profile, smiling and wearing a headset. He is sitting at a desk with a laptop and a mouse. In the background, other call center agents are visible, working at their desks. The scene is brightly lit, suggesting a professional office environment.

INTUITON
CONSULTANCIES INC.

CLIENT SUPPORT MATRIX



LAYER 1
PHONE SUPPORT



LAYER 2
**ENGAGE A SUPPORT
ENGINEER**



LAYER 3
ESCALATION

- BASIC CONFIGURATIONS of Users, Applications and End-Points.
- CLIENT LOGS the support ticket - MANDATORY. Either by way of calling the 24X7X365 service desk OR E-mailing to support@intuitionconsultanciesinc.ca.
- SERVICE DESK engineer ensures the ticket has been initiated - MANDATORY
- REPORTS the problem based on his/her understanding.
- SERVICE DESK classifies the severity of the problem as LAYER 1.
- IF LAYER 1 - Service Desk engineer ATTENDS TO THE TICKET, CLOSES IT AND REPORTS BACK TO THE CLIENT within 2 hours from the time of initiating the ticket.

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- CRITICAL AND/OR ADVANCED CONFIGURATIONS, FIXES, UPGRADES, UPDATES, SCANS, MONITORING & MANAGEMENT OF ALL Critical Infrastructure
- CLIENT LOGS the support ticket - MANDATORY. Either by way of calling the 24X7X365 service desk OR E-mailing to support@intuitionconsultanciesinc.ca.
- SERVICE DESK engineer ensures the ticket has been initiated - MANDATORY
- REPORTS the problem based on his/her understanding.
- SERVICE DESK classifies the severity of the problem based on the information as LAYER 2.
- SERVICE DESK assigns a support engineer through Service Desk.
- SUPPORT ENGINEER investigates the issue based on the information received, updates the ticket and makes the FIRST ENGAGEMENT with the client within 2 hours from the time of initiating the ticket.
- MUTUALLY AGREES on a time line to resolve the ticket based on the severity of the issue at hand.

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- SERVICE DESK ENGINEER or Support Engineer doesn't respond with the status within the first 2 hours, client escalates to the senior leadership via phone or e-mail

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