Escalation Guidelines
Spectra Logic Support

Summary

Issues reported through Spectra Logic Customer Support can be escalated to the next level of Support or Support Management if at any time the Support Representative or the Customer feels that the issue needs a higher level of technical analysis, that it is not reaching a timely resolution, or that it warrants Management involvement. This document provides guidelines to ensure that escalations go through the proper channels and are therefore effectively and efficiently addressed.

Opening a Ticket

Issues can be reported over the phone or through the Spectra Logic portal.

Mission critical/Severity 1 issues should be reported over the phone for immediate confirmation of case assignment and commencement of troubleshooting.

Phone: 1-800-227-4637
International: 1-303-449-0160
Web Site: https://support.spectralogic.com/

Escalations

Technical Escalations move an issue up from one level of Support to the next. Technical Escalations may or may not be accompanied by escalations to Management.

Once a ticket has been opened, a Technician will be assigned to resolve the issue. If the Technician is not reaching a timely resolution or simply feels that the issue needs a higher level of technical analysis, they will escalate to Tier II Support.

If the Technician is attempting to resolve an issue but the Customer feels that it warrants a higher level of technical analysis, they simply need to ask that the issue be escalated to Tier II Support.

Management Escalations will bring Support Management into the process of resolving issues that are critical, may require extra attention, multiple resources or ongoing management to resolve.

Issues can be escalated to Management by the Support Representative at any time they feel it is warranted.

The Customer may also request that an issue be escalated to Management at any time. The Customer does *not* need to have a technical issue open in order to escalate an issue to Support Management.