

Case Priority Levels

Emergency (Immediate Response):

- Complete Network Outage
- Virus
- Phones down (No inbound/outbound calling)
- Email Server Down

High (1-hour response)

- Individual User Down
- Individual Phone Down (No inbound/outbound calling)
- Unable to perform job tasks from Customer level to their Client level
- Individual Email Down

Medium (24-hour response, Client Communication with in 1 hour)

- Add A User
- Pop up issues
- Slow Network
- Quotes for service/hardware
- Phone User Changes
- Purchasing

Low (Dictated by work flow or schedule)

- Scheduled projects
- Device Maintenance

Support tickets can be submitted at Serversim.com via the red Client button in the upper righthand corner or in cases of no internet call 330.830.5570 ext. 1 to speak to the admin.