

# TAC Customer Experience Management Standard Operating Procedure

## INFINITE UPTIME

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**DEPT:** TECHNICAL ASSISTANCE CENTER

VERSION HISTORY				
VERSION	AUTHOR	REVISION DATE	DESCRIPTION OF CHANGE	APPROVED BY
1.0	Ankush Kurve	19/06/2019	New Document	Parag Kasture

## INTRODUCTION

A technical assistance center CEM is a department within a company whose primary purpose is to address customer technical complaints regarding IU offerings (products – HW and WS and services). The TAC also works closely externally with the end-customers/CPs/OEMs and internally with TAC ATS (advance technical support) and Tech teams.

## TAC PROCEDURES

### USER RESPONSIBILITIES

#### CONTACT OPTIONS phone number / address / link

The customer complaints may be raised to TAC CEM team via telephone calls, e-mail and integrated support link on the platform (future). The IU landline contact numbers are the primary contact numbers to receive the customer complaint. The E mail Id to register the customer complaints is [support@infinite-uptime.com](mailto:support@infinite-uptime.com) and phone number **+91-20-25888680** to register the complaint from user dashboard, end user will go to the platform with their user login and password and submit the complaint via the support button (to be integrated in future).

#### TAC CASE (ISSUE) REGISTRATION METHOD

The TAC case opening or issue registration method for customer complaint is as follows:

- 1) Whenever the user (end customer/CP/OEM) has a technical issue related to IU solution covering IDE, IU provided network, IU supplied 3<sup>rd</sup> party products/services and/or IU platform (including dashboard), the user will send the query to TAC support team with detailed description of the issue along with site, site area, machine name and MAC ID of the device.
- 2) Once the complaint is received, the TAC CEM team will evaluate the issue raised and then acknowledge the received concern within 24 hours along with ticket number. This ticket number is unique for the received technical issue and it is not customer specific.
- 3) TAC CEM will start checking the issue and can have a call for more understanding with customer to understand what steps customer is following to achieve the result.
- 4) TAC CEM team will try to reproduce the issue at their end confirm that there is an issue.
- 5) If there is miss in the steps, the TAC will inform about the same and correct the issue.
- 6) In case of multiple issues from the same user in the same call or email, TAC team will categorize the issue and send the combined ticket number for similar or related issue to the end user.
- 7) All requests for R&R will be always first require a TAC case to be opened. Subsequent steps will be as per the R&R (RMA policy) on our website.
- 8) If the issue raised is non-technical, unsupported future roadmap or does not pertain to IU solution, TAC case may be rejected. TAC team is authorized to accept or reject the ticket based on the details of technical concern.
- 9) In some of the cases the received concern from customer may be a part of future road map, so here TAC will inform to customer about the future road map along with time line and close the ticket.  
All requests to TAC for any future road map enhancement will be accepted with approval of management only.
- 10) All typical TAC cases will be opened for post-sales scenarios only. Exceptional escalations for demos/trials will be supported with the involvement of field service team members.

### TAC CASE OPERATIONS (TICKET MANAGEMENT & SLA)

The lifecycle management of a TAC case will be as follows:

- 1) TAC team will connect with the end user through IU/CP/OEM to get into the actual scenario of the issue at machine Device.
- 2) If the issue is related with Production, then TAC will ask about the part number and cycle time of the respective part number and machine
- 3) Also, TAC team will ensure that there is no mismatch between Dashboard part number and actual part selection on the machine.
- 4) In similar way TAC team will connect with end user to get more insights of the issue received.
- 5) If the received concern belongs to maintenance environment, then TAC CEM will connect with end user through CP/OEM to get the actual condition of the IDE and External device along with machine condition.
- 6) To achieve above TAC team will request a telephonic call with end user internal stakeholder like maintenance, production, IT or assigned champion.
- 7) Whenever it is found that the subscription is "ON" but device is disconnected, the TAC team will inform to end user through CP and OEM.

### TAC SUPPORT LEAD TIME (STANDARD SLA)

- 1) The changes and modification of the system and utility depends on the scope of the project.

\*\*\* Whenever Infinite uptime has a special service level agreement with the end user their TAC team will follow the time line according to that

### ESCALATION POINTS OF CONTACT

The escalation point of contact for TAC team is

1. TAC - Manager – Mr. Ankush Kurve E mail -
2. COO - Mr. Parag Kasture
3. CEO - Mr. Raunak Bhinge

The above escalation will be invoked only in case of committed SLA breach, non-responsive or unsatisfactory response and customer satisfaction issue with respect to our TAC CEM team.

### TAC STAFF ROLES & RESPONSIBILITIES

The roles and responsibilities of TAC Staff member

- 1) TAC CEM team member will be selected based on – qualification, experience, relevant work experience, references and good hands-one technical knowledge. The Soft skills of the TAC CEM team will include problem-solving attitude, communication skills in written and spoken English and regional languages, diligent, hardworking and go getter attitude.
- 2) TAC team will always champion the cause of IU customer – this is the primary role. TAC team will maintain constant communications with IU customers on regular basis throughout the lifecycle of the TAC case.
- 3) The TAC team will share the insights of issue raised by the customer and send periodic update(s) of opened TAC case. The TAC team will maintain complete transparency by sending time to time update to IU's user, so that the user will be updated and remains in comfort zone. Here end user will know the status of issue raised.
- 4) Whenever there is a conflict while communicating the issue resolution, the TAC team will involve its superior(s) to address the resolution after understanding the customer concern.
- 5) The TAC will be sympathetic to the user for the inconvenience along with substitute options/workarounds (if possible) for resolution.

## TAC OPERATING HOURS

TAC operating hours are 8\*5 on all working days of the year (Public holidays and weekends will be OFF). All kind of issue will be accepted and acknowledged from Monday to Friday morning 9:30 AM to 6:30PM (IST). The TAC help line will also "ON" for same time period. Customer can E mail their issue on support Email ID, but the acknowledgment of raised issue will be sent to customer as per the above-mentioned timing.

## RMA Authorization (R&R) Process

The RMA Authorization (Return and Repair) process will be handled with the user via the TAC member. Whenever TAC receives a request of replacement of IDE on site, TAC will first issue a ticket and check the physical condition of IDE onsite by validating the proof. Once the IDE is validated then TAC will give approval to Manufacturing team to arrange the required quantity of IDE. In parallel TAC will investigate the received IDE condition and decide whether we should give new IDE free of cost or raise the invoice to the customer.

The issued ticket for RnR case will close only when the IDE installed on site and received the faulty IDE from the site. Above activity will be in coordination with the regional application and CSM team.

The detailed and step by step procedure for R&R is as follows;

1. Received a request for replacement of device
2. Generate a ticket to the customer or internal stakeholder and request to send back the devices from the site
- 3. For IDE replacement request**
  - a. All IDE replacement subject to available stock.
  - b. The TAC team will check for the IDE device version along with firmware version, to issue the same or updated device and version, based on the actual use-case on the end customer site
  - c. Above activity will clarify the platform to which the newly issued device may point
  - d. New devices will be issued and dispatch immediately, as per the published R&R policy
  - e. In case of firmware update on its spares, TAC team will update the firmware
  - f. In case of damaged, faulty device or non-functioning of IDE device, the TAC team may ask for Photos and/or videos to get more insight of the device and its site conditions
  - g. TAC team will continuously keep in touch with the customer to ensure that the device is replaced successfully on site.
  - h. Ticket will be closed only when the devices are replaced onsite and the faulty devices are received from the site.
- 4. For IU supplied 3rd party equipment**
  - a. TAC CEM team will issue a ticket to end user and assign the concern to third party support team
  - b. TAC CEM team will discuss with IU supplied 3<sup>rd</sup> party to define that the device is faulty and falls under the R&R policy
  - c. TAC CEM team will take a follow up with IU supplied 3<sup>rd</sup> party and provide the solution to the end user
- 5.** TAC team will do the investigative research on received faulty IU devices to find out the root cause of the failed units and prepare its own R&R Failure Analysis report. This report will submit to Research and development team manufacturing team and quality team.

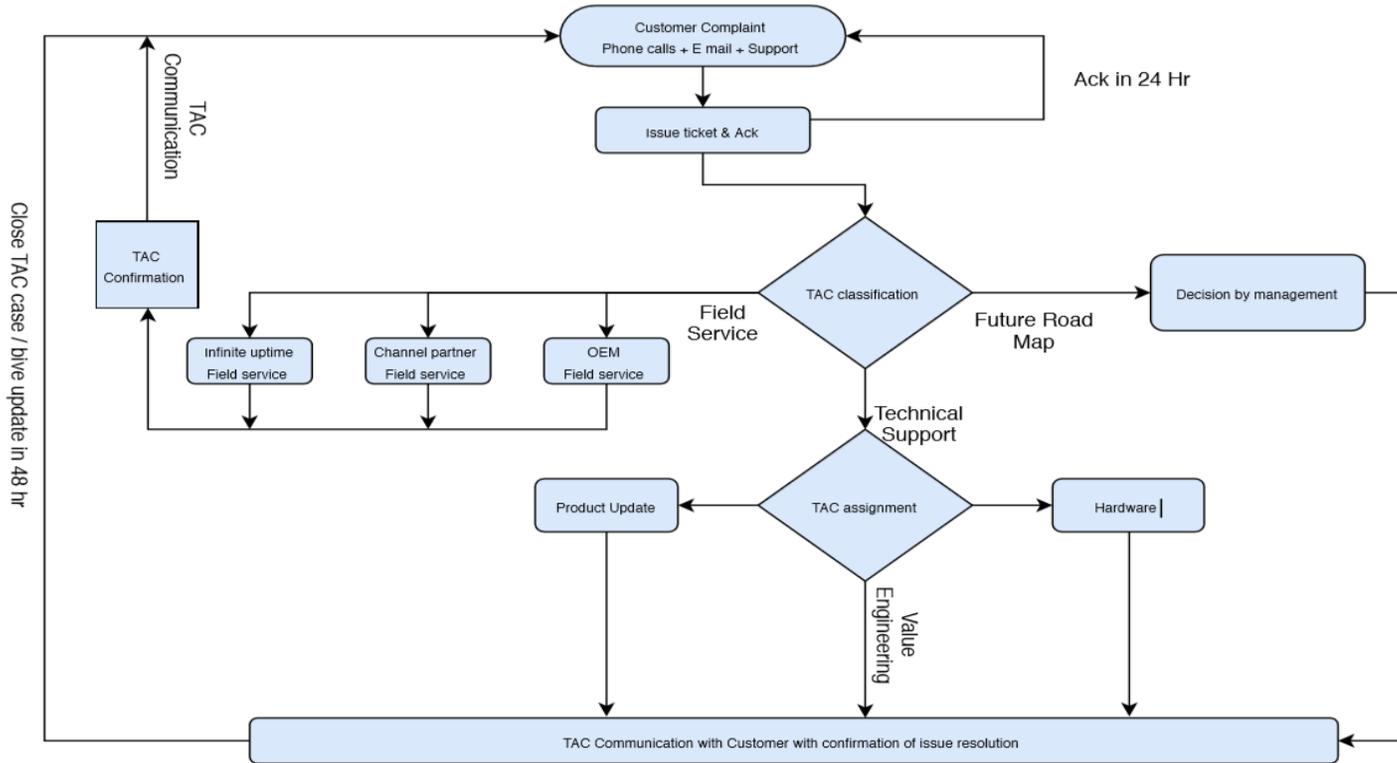
This report will help to improve the functionality of the device onsite.

### **Ticket numbering**

The ticket numbering for received issue is alphanumeric. This will allow for large number of tickets to be generated and managed in any ticketing system proposed for use of TAC. For example, AA0085 is one ticket number and whenever the ticket number reaches to AA9999, then the next ticket number will be AB0001 and so on.

## TAC WORKFLOW

The TAC process work is as follows;



## PRIORITY MATRIX

<b>CRITICAL</b>	Critical tickets may prevent a customer from working or cause other devastating consequences. These tickets are often worked first or passed to a senior team member.
<b>Major</b>	High priority tickets may affect multiple staff members, customers, or departments.
<b>Minor</b>	Normal priority tickets affect only one or two customers and may present an inconvenience, but do not impede work.

## EXAMPLES

*Describe the details of a typical ticket, from submission to resolution*

Below is an example of ticket we have received.

TAC CEM received the call/ Email or request from Support. TAC CEM investigate and go into the deep of the issue by checking the reality of the issue received. Here TAC CEM found below issue;

Issue: Alarm are generating even though vibration data not is not exceeding beyond the limit.

TAC CEM generated the ticket and mentioned the time line of resolution, also made a call with customer to understand and explain the cause. TAC CEM team came across that the end user did not follow all steps to set the limit for vibration data.

The limit setting of the feature has to do from customer admin dashboard, by editing the existing feature and click on save button at 2 different places. By doing so we can see the modified limit on the dashboard, but this limit will not effective because end user has not configured the device for the set limit.

For every limit setting end user has to configure the device, so that the set limit will send back to IDE for edge computing and start considering the set limit.

Here TAC team click on configure button, also communicate with customer and customer start receiving the alarm as per the set limit.

Here TAC CEM team sent a document by mentioning the steps to set and configure the limit of the IDE.