

VSDM CSOC Support Process



Any **Time**



Any **Where**



Any **Device**

VSDM Support Process

1st line Support

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CSOC

CUSTOMER SUPPORT OPERATIONAL CENTRE

1st line support (CSOC) will require the following information :

- Customer Name
- Customer Number
- Issue Description
- Troubleshooting will be determined by FAQ's
- Unresolved issues to be escalated to 2nd/3rd line support

FAQ's

- Preliminary checks
- How to reset Admin password
- How to view admin history
- Wipe device from VSDM
- How to locate device
- Reset device pin or password
- How to enroll device
- Check if profile installed

ENTERPRISE CLOUD SYSTEMS

The VSDM Team is 2nd line support and will not attend to any call without a Siebel reference number

VSDM Team to implement any recommendation from 3rd line support.

VSDM Team is responsible to ensure latest release of VSDM is deployed on the platforms..

ECS

2nd line Support

3rd line Support



AIRWATCH

The VSDM team will log an call with Airwatch and obtain a reference number.

Airwatch will simulate on their platform , test and respond with a solution.

