Mezzanine Product Support Process

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1st line Support
Facility IT Administrator Support or IT Manager

2nd line Support
Vodacom Business Call Centre
mailto:0821940@vodacom.co.za
082 1940

Call Centre Requirements:
- Solution Identification (SI) Number (this will be provided by a sales person)
- Issue description
- Troubleshooting will be done by a call centre agent based on FAQ's provided
- Vodacom related issues will be directed to the corresponding department e.g. billing queries
- Application related issues will be directed to Mezzanine

3rd line Support
Vodacom Business Call Centre
mailto:0821940@vodacom.co.za
082 1940

Mezzanine Requirements:
- Service Request number from Vodacom with the corresponding SI number;
- Issue description;
- Troubleshooting to be done with the customer directly;
- Resolve/Respond to the customer;
- Close the call – this will automatically close the call with Vodacom.

Mezzanine Product Support Process – Detail and Technical

Siebel Support Process between Vodacom & Mezzanine

Vodacom 1940 HelpDesk

Start

Receive call from Customer. Log a SR on Siebel, select Supplier as 'Mezzanine' and fill in the description of the Supplier ticket

Siebel will send out an automated mail to the configured mail id (productsupport@mezzanineware.com) for Mezzanine

(Note: Subjectline of the mail will contain Vodacom SR number)

SR Updated in Siebel. 1940 agent to close the SR

End

Mezzanine (08217892)

Configured(in Siebel) mailbox of Agent Receives Automated Email from Siebel on **Mezzanine Mailbox**.

Mezzanine agent Works to resolve the issue

Mezzanine Calls the Customer for resoution/ troubleshooting

Customer Happy with the Resolution ?

NO

YES

Mezzanine agent has to do a ' Reply to all' in the mail from **Mezzanine Mailbox or whatever system they use** with the updates on SR or with the Resolved status and brief description of resolution without changing the subject line format as sent from Vodacom .

[Note: Mezzanine agent has to edit the subject line by adding their corresponding ticket ID(if they have) in it while doing a reply to all.]