

# How to File a Ticket - Helpdesk

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## Contents:

1.	SUPPORT SERVICES.....	2
	(1) Case Reporting, Troubleshooting and resolving Errors.....	2
	(2) Business Hours .....	2
2.	SUPPORT SERVICES EXCLUSIONS.....	2
3.	SUPPORT PROCEDURES.....	3
4.	LOGGING A CASE .....	3
5.	SEVERITY LEVELS.....	4
6.	ERROR DEFINITION.....	5
7.	RESPONSE TIMES .....	6
8.	Supported Browsers.....	7

## 1. SUPPORT SERVICES

Eligible for support are customers and partners that have purchased a subscription plan for Smart Knowledge Hub or are part of Pokeshot's partner program. The support services are limit to certain browsers (see Section "Supported Browsers").

### (1) Case Reporting, Troubleshooting and resolving Errors

Reporting errors is described in the section "Logging A Case". Troubleshooting these errors is handled by Pokeshot's Support Team via Pokeshots "[HelpDesk](#)" only.

Resolving errors will be carried out by Pokeshot's Engineering Team in alignment with Pokeshot's Support Team and license holder.

### (2) Business Hours

Monday through Friday, excluding holidays. EMEA: 8 am – 6 pm Central European Time

## 2. SUPPORT SERVICES EXCLUSIONS

The Pokeshot support services will NOT cover:

- (1) issues that are caused by factors outside of Pokeshot's reasonable control; or
- (2) issues that resulted from license holder's equipment or third-party equipment, or both (not within Pokeshot's primary control e.g. Custom Browsers, Browser errors, Browser settings, firewalls, network connectivity, etc.); or
- (3) resolving or fixing issues that cannot be reproduced with a supported standard browser (see Section " Supported Browser"; or
- (4) issues that are caused by manipulating or changing the the SaaS-software

Pokeshot can provide a solution for these issues at its sole discretion and as a separately paid professional service engagement.

### 3. SUPPORT PROCEDURES

In order to troubleshoot errors, problems or issues related Smart Knowledge Hub, license holder will submit support cases by sending an email to [Pokeshot support](mailto:support@pokeshot.com) <support@pokeshot.com> or creating a ticket via [Pokeshot's Helpdesk](https://support.pokeshot-smz.com): <https://support.pokeshot-smz.com>

A support case must contain the license holder's contact details (name, company, e-mail) and information regarding the specific problem or issue. The problem description needs to be provided in a way that the issue is understandable and reproducible by a Pokeshot Support Engineer.

For each submitted case the license holder will receive a unique case number that will be used throughout the entire communication to resolve the issue associated with the case.

License holder agrees to help, cooperate, and work closely with Pokeshot Support Engineers in order to resolve the issue. This includes appropriate help to reproduce errors, conducting diagnostic or troubleshooting activities, etc., as requested by the Pokeshot Support Team.

### 4. LOGGING A CASE

License holder will create a support case by sending an email to Pokeshot support or create a ticket via Pokeshot's Helpdesk. Pokeshot will have no obligation to respond to or remedy any Error (as defined below) not reported to Pokeshot in accordance with the terms herein. The only Helpdesk communication channel will be the email address provided by the Requester when logging a ticket or in the Helpdesk directly (Link to the ticket will be sent to the email address of the Requester).

License holder must provide the following information when reporting an issue to Pokeshot:

- Reporter contact information, name, **Email address**, (telephone number)
- **Browser Vendor and Browser Version**
- Description of the issue
  - Where did it happen in the product?
  - When did it happen?
  - Is it a static or a random issue?
  - Is the issue happening on the whole platform (all users) or just for a few users?
- Supporting information
  - Error messages
  - Screenshots
  - Steps to reproduce the issue
- Severity level (impact to community)

The case must be written in either English or German only.

## 5. SEVERITY LEVELS

In general, issues will be categorized and handled according to an assigned severity level as follows:

Severity Level	Description and Examples
Sev A (Critical)	This incident level is attained when the following types of conditions are met: <ul style="list-style-type: none"> <li>• A complete outage of Smart Knowledge Hub</li> <li>• A reoccurring temporary outage of Smart Knowledge Hub</li> <li>• Inability to provision a service</li> </ul>
Sev B (High)	This incident level is attained when the following types of conditions are met: <ul style="list-style-type: none"> <li>• A significant degradation of the service occurs.</li> <li>• Recent modifications to the system cause services to operate in a way that is materially different from those described in the product specifications.</li> </ul>
Sev C (Medium)	This incident level is attained when the following types of conditions are met: <ul style="list-style-type: none"> <li>• A minor degradation of the service delivery occurs</li> <li>• Recent modifications to the system cause services to operate in a way that is materially different from those described in the product definition for non-essential features.</li> <li>• Product doesn't work as expected, but a workaround is available.</li> </ul>
Sev D (Low)*	This incident level is attained when the following types of conditions are met: <ul style="list-style-type: none"> <li>• General usage questions.</li> <li>• Cosmetic issues, including errors in the documentation.</li> </ul> <p>*All UAT issues receive Low priority.</p>

Pokeshot has a structured response plan to address the most critical issues first.

Pokeshot will use commercially reasonable efforts to remedy any Error of Smart Knowledge Hub (see Section "Error Definition").



## **6. ERROR DEFINITION**

An Error is an issue that causes Smart Knowledge Hub to be inoperable or to materially fail to conform to the functional specifications for Smart Knowledge Hub described in the applicable documentation published by Pokeshot.

Any malfunctions of Smart Knowledge Hub or inconformity to the functional specifications for Smart Knowledge Hub which is caused by not using a standard and supported Browser (see Section “Supported Browsers”), are not considered as fault.

Each Error reported to Pokeshot by license holder in accordance with this document must be reproducible and demonstrable in the “Supported Browsers” (see Section “Supported Browsers”),) for which Smart Knowledge Hub was designed to operate.

## 7. RESPONSE TIMES

When license holder has opened a case via email, license holder will receive a response from Pokeshot's Case and Issue Tracking System via email\*. The support response email will contain a case number for the issue reported. Providing the case number via email as an initial response is included in the response time.

The actual resolution time will depend on the nature of the case and the complexity of the resolution. A resolution may consist of an upgrade, fix, workaround or other solution in Pokeshot's reasonable determination.

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. In this case the license holder will be regularly updated on the progress until the issue is resolved.

Action	Priority	Time or Interval
Initial response to ticket	critical	Within 8 business hours of notification by customer
	high	Within 12 business hours of notification by customer
	medium	Within 24 business hours of notification by customer
	low	Within 48 business hours of notification by customer
First analysis and time estimation for resolution	critical	24 business hours after initial response
	high	72 business hours after initial response
	medium	Within the next three release-cycles
	low	Within the next five release-cycles

\*It is the license holder's responsibility to make sure that all emails from "support@pokeshot.com" are not considered SPAM by license holder's email-system.



## 8. Supported Browsers

Pokeshot must be able to reproduce and demonstrate an Error in a standard Browser and it's supported Browser Version in order to resolve it. A standard Browser is the Version of a Browser that is provided or downloadable directly by the Browser Vendor. Custom Versions of standard Browsers are NOT supported.

Supported Vendors and Browser Versions starting from are:

### **Smart Knowledge Hub Web:**

- Browser: Mozilla Firefox, Google Chrome, Microsoft Edge in the current version
- Safari und Internet Explorer are not supported.
- Recommended minimal screen resolution: 1280px x 1024px

### **Smart Knowledge Hub Web allows the following functions:**

- Login/Logout for Smart Knowledge Hub SaaS Service
- Playing content provided as WBT/HTML5

### **Smart Knowledge Hub Backend**

- Browser: Mozilla Firefox, Google Chrome, Microsoft Edge in the current version
- Safari und Internet Explorer are not supported.
- Recommended minimal screen resolution: 1920px x 1080px