

SUPPORT DESK OVERVIEW

Venuetize provides 24x7x365 Customer Support via an Atlassian Service Desk account and a 24-hour Hotline at (310)-751-1954.

With Service Desk, Clients can create and monitor tickets related to:

- System Outage and Incident Reports
- Problem Reports
- Change / Enhancement Requests
- Admin Requests

** Tickets are received and evaluated by our Tier One team first.*

Tier One has the ability to process:

- Issues and Change Requests
- Tickets that require escalation are assigned to the Tier Two team

For Critical Matters:

- Tier One will call the on-call support number
- If Tier Two is unable to resolve the request it will be escalated to Tier Three
- The Tier Three Development Team will then handle / provide more technical assistance. Tier Two will ensure that tickets escalated to Tier Three are worked in accordance with the Service Level Agreement.