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SYSTEMS

Customer Service QA

We're all ears

Thanks for joining us today for the Customer Service Session.

Please find below all the information discussed during the session. For any further comments or doubts, please contact:
support@bicomsystems.com / customerservice@bicomsystems.com

1. Why is it taking so long to get tickets resolved?

The time for a ticket resolution depends on the type of ticket. If a ticket requires intervention from our Development Team, it might take longer. Minor issues are handled within our SLA unless an urgent or emergency situation prevents the technician from completing the task on time.

The process for every ticket submitted is:

Our Support team is currently working in three shifts. When a new ticket is created, it is assigned to one of the support engineers. The current strategy we use for assigning tickets is linear, meaning the next ticket will be assigned to a different engineer.

Our Partners might experience some delay in our reply if they are, for example, located in the EU. The ticket will be assigned to an engineer that is covering that time zone.

For urgent and emergency issues requiring immediate intervention, we encourage our Partners to use our live chat or the emergency ticket system.

For other issues or bug reports, our Partners can create a regular ticket. A support engineer will inspect this, and if we need intervention from the Development Team, the support engineer will create a "bug report," which is being looked at and prioritized by the Product Owner.

More information about the escalation procedure can be found on our wiki page as well.

https://wiki.bicomsystems.com/Main_Page

In addition to the above, we are happy to share that we are in the process of expanding the support team. New offices worldwide will help us extend our support working hours to 24/7, which is our main goal.

2. **Where are the bugs and feature requests going?**

   After submitting a bug/feature request to the Support team through a ticket or your Account Manager, a description of the bug/feature is given to the Product Owners to prioritize it and work on it on a further sprint.

   We keep records and control all of the feature requests and bug reports sorted by date and importance. Before every sprint starts, decisions are made on which ones will be worked on during the next three weeks.

   We are also glad to share that we will be introducing and implementing a 'Product Board' very soon. Product Board is a new service dedicated to collecting all the feature requests in one place, where you can see them and vote for them. The Product Board will help you submit your feature request and track its development while allowing us to see our customers' real needs by following the votes.

3. **Is there a roadmap for us to see and follow?**

   Not currently. Nevertheless, we understand its importance and the Customer Service department has already started a discussion on how to improve this. We are planning to introduce some kind of roadmap soon, and as time passes, we will update it more and more until it fits your needs.

   The first version of the roadmap will include all bug fixes prepared for the current sprint, and in the next phase, we will add known bugs and issues in our backlog and that we are planning to implement. So in the final version of the roadmap, all bugs should be listed.

4. **What are the support hours?**

   We currently offer support 23 hours per day, 4 days a week.

   - Monday - Thursday: 7 AM CET / 2 AM EST – 6 AM CET / 1 AM EST
   - Fridays: 7 AM CET / 2 AM EST – 10 PM CET / 5 PM EST
   - Weekends: "On-call" engineer (guarantees reply for any ticket within 1 hour)

Additionally, to provide support for our Partners that are based in Australia, an engineer is available:

- Sunday – Monday: from 5 PM EST / 8 AM AEST - 1 AM EST / 4 PM AEST

5. **Do you offer VIP Support?**

We do not offer VIP support.

However, it is a top priority project for us that is already in the planning stage. Currently, some of the benefits that our VIP Partners have are:

- Higher priority in resolving tickets
- Higher priority in system updates and upgrades
- Senior engineers working on the case, and many other benefits that are yet to be defined

6. **What's the situation on the CC upgrades? Why is it taking so long?**

Internally, the decision to accelerate Multi-Tenant upgrades was taken. Two factors were leading this decision:

MT upgrade comes with fewer risks, and it can be done without developer supervision.

Product Owners did the prioritization of tasks. As a result, the Contact Center upgrades were left aside to attend every upgrade later on in a better manner.

At this moment, upgrades are done in a controlled environment, monitored by the Development team. This controlled environment helps us avoid potential systems issues and downtimes, and by having a few per week, we can react faster if a bug is reported.

7. **Where can I see the process of the upgrade I requested?**

Currently, there's no way for our Partners to see the status of their upgrade requests. However, you can always reply to the ticket and ask for an update if you feel like you did not receive a response in a reasonable time.

8. Are there plans to get certifications after going through training?

The Business Success team currently provides the certifications once each training is completed.

From our side, we are working on changing this in the future. We are currently working on developing and implementing a Web solution for projects and training. A part of this solution will be the certificates upon completing the training session - specifically, after the training session, the project will proceed to the next stage, which includes certain tests.

Upon completing all stages, the project is finalized, and the partners will receive certificates for completing the training session.

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

Bicom Systems (USA)
2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)
Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)
Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

Bicom Systems (FRA)
188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

email: sales@bicomsystems.com

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