ROOM of the FUTURE

Support Services Guide

Summary

1. Overview

Technical support is a vital part of any customer experience. We want you to get the most from our mashme.io platform and we are committed to the success of our customers by providing timely responses to problems with mashme.io software product.

Support centers are located around the world to maximize coverage.

The information contained herein is believed to be accurate as of the date of publication, but updates may be posted periodically. In the event of any inconsistency between this document and the terms of your contract, the terms of your contract will govern.

2. Maintenance Support

The technical support team will use reasonable efforts to resolve matters according to the problem severity level as per the table in section **Events Criticality Classification**. A workaround will be provided where available to allow the customer to continue using mashme.io as desired.

The communication will be in Spanish or English based on the customer preferences.

2.1. Support Scope

These are the areas covered by support:
- Installation problems
- Issues encountered while using the product.
- Configuration errors
- Product troubleshooting and diagnosis

Support will not be given for the following areas:
- Network troubleshooting.
- Modified hardware installations without the previous agreement with SyncRTC
- Undocumented features or functionality
- Any issue caused by misuse of the product.
- Take part in customers´demos

During the onboarding of a new customer, and after the initial training has been completed, it is possible to add a support engineer in the first sessions to assist with the session and provide advice to the presenter and participants.

2.2. Support Team Official Working Hours

EMEA Monday - Friday 09:00 - 17:00 CET
NAR   Monday - Friday 10:00 - 18:00 Eastern Time

2.3. General Terms

Ticket

Customers can request assistance by creating a ticket, it can be raised for clarification on how a feature works, for a suspected defect and features request.
It is important to provide a detailed description of the issue reported for the support team to be able to fully understand it and attempt to reproduce it.

The following services will be provided:
- Regular updates on the status of the issue.
- Investigate and provide possible workarounds
- Connect remotely to the room equipment in case is necessary for analyzing the issue further.
- Confer with Product House to determine the appropriate solution.

All communications should be made via the ticketing tool which can be accessed externally with the public URL provided once the case is assigned.

Description

Full description of the issue or question raised in the ticket including the ability to attach documents.

The description should be as complete as possible and should be accompanied by any additional material (screenshots, recording, step-by-step actions…) to fully understand of the problem/question.

Chat

Customers can request assistance via the existing mashme.io real-time direct online chat tool, that allows our support team to communicate directly with a customer.
Chats are intended for easy questions or participants that need immediate assistance, if the chat cannot be resolved within a sensible timing then a ticket will be created to continue working the issue presented.

| Defect | A defect is anything that does not behave in accordance with the documentation or the requirements of the feature |
| Initial Response Time | The maximum amount of time between when a case is logged and when it is acknowledged and assigned to a support engineer within the stated working hours |

2.4. Status

Status on Ticket	Meaning of the Status
Open	Support team is actively working on the ticket.
Resolved	The Support team has provided the Customer with a solution to the Case and is awaiting confirmation from the Customer that the issue is now resolved.
Closed	The case is closed and no further action by Support or the Customer is required. A Case will be closed if there is a lack of response from the Customer to a certain number of reminders.(3)
Pending - Product House	A defect or enhancement request linked to the ticket is awaiting review and action by Product House
Pending - Operations	Support team has identified an action to be performed with the operations team which are actively working together on the ticket.
Waiting on Third Party	Support team has identified an action to be performed by a Third Party (Installer or Equipment manufacturer)
Waiting on Customer	Support team is waiting for additional information from the Customer in response to questions, proposed testing, and results from reproducing the issue etc. in order to proceed with further investigation of the Case.
Under Monitoring	Support team has provided the ticket with a solution to the ticket and is awaiting confirmation from the customer that the issue is now resolved.

3. Support Procedures

3.1. Website-based Self Support

Web site-based self-help support for mashme.io is available to customers on a 24x7 basis at URL
➤ **https://mashmeio.freshdesk.com/en/support/home**

Website support includes:

- FAQs and trouble isolation procedures related to mashme.io
- User Guide information

Partners and customers can access information by navigating the different sections of the portal or searching for a specific keyword.

The support team creates articles covering hardware and software troubleshooting as well as solutions for those problems that have been reported.

3.2. Contacting support

| Contacting Support		
Website	(coming soon)	Automatic ticket creation with basic info. Support team categorizes all other information. Administration will categorize the mashme tickets accordingly
Email	Support@syncrtc.com	
	Other	Ticket needs to be created manually by L1 support team
Online Freshchat (in room, on Test Page, or website)		Received on Freshdesk and can become a ticket
Website based Self Support		Access to Frequently Asked Questions (FAQ)

3.3. Chat

Immediate access to our online chat is available from various pages on our site. Specifically on mashme.io login page, mashme.io test page, on an error page whilst trying to access a session, and within a session interface itself.

The chat messenger is integrated with FAQ support. Customers can search the FAQ articles and help them self-service. This will also help you speed up your resolution.
Chat can also be used to clarify aspects of the software or for guidance when using the platform for different profiles.

If the support representative identifies that a problem cannot be resolved during the chat, they will create a ticket to continue working on the issue.

Please look out for the Support Chat Bubble in the bottom right corner of the page:
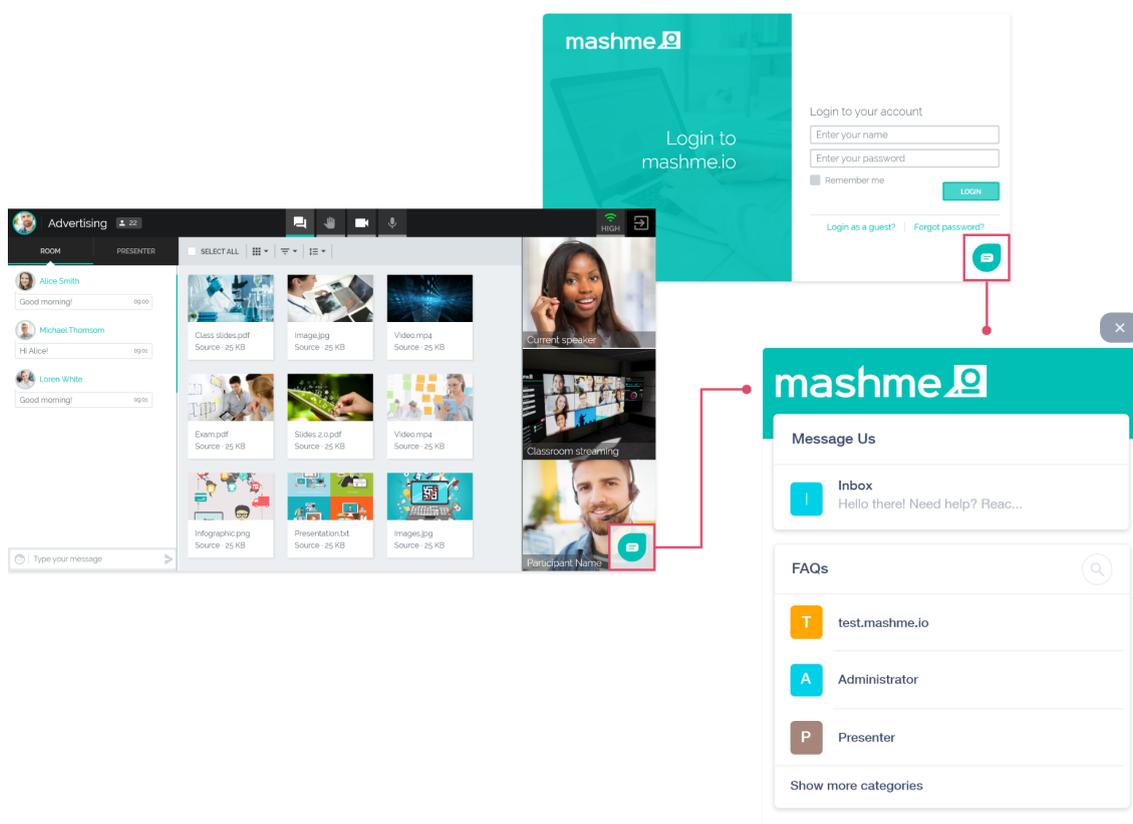
3.4.   Email

Send an email to **support@syncrtc.com**. The email will create a ticket automatically and assign it to a support representative.

The sender will receive an acknowledgement email, indicating that a new ticket has been created.

The ticket will be evaluated and the priority set accordingly. The support representative will then send a first response and request more information if necessary. A public link to the ticket will be included in the email to allow the status of the ticket to be monitored.

It is possible to define the severity of the ticket in the email by adding the desired severity in the subject of the email, by using the text: [Urgent], [High], [Medium] and [Low]. Please include the square brackets.

If the severity is not included in the subject of the email sent to **support@syncrtc.com**, the ticket will be created with low severity and criticality will be determined by the support engineer to change the severity upon reviewing the issue reported. Please see **event classification** for more detail on the severity of a ticket.

3.5 Windows Security Patching Notification

The server is a vital part of the room and to make sure it is running smoothly automatic updates are disabled using Group Policy. Microsoft releases security patches for Windows and other applications on a regular basis.

By default, Windows 10 will automatically update your system to ensure it is fully secure, however these updates can sometimes deconfigure the Eyefinity / Mosaic / Surround and the configuration can be lost.

The team managing or using the room should feel confident that when they power on the server, the Windows system will be ready for their use and not pending updates or having had a de-configuration issue, due to these Microsoft updates.

Mashme will assess the new security patches and at the same time install and perform checks against our own systems to ensure Mashme correctly launches and continues to work. This is no guarantee that every device will behave in the same way.

Once we confirm mashme.io correct operation, we will notify the primary patching contacts at our customers, to request they perform the installs, then test Mashme afterwards using the Status Notification process. (**status.mashme.io**)

4.   Information required when raising a ticket

In order to facilitate a quicker reply to your request, it is helpful to provide the following information for a clear understanding of the issue from the outset for a more accurate/specific response:

- Mandatory
    - Name
    - Username / Email address that is used for mashme.io
    - Contact details
    - Organization
    - Details of the room/session (are or trying to attend)
    - Any error codes
    - Clear description of the problem with screen shots
    - Operating system
    - Browser name and version
- Optional
    - Any other browsers tried
    - Troubleshooting steps already tried
    - Steps to reproduce the issue

5. Events Criticality Classification

PRIORITY	DESCRIPTION	TARGET RESPONSE	TARGET RESOLUTION OR WORKAROUND
Urgent	- It causes interruption or dysfunction in the services and / or processes that result in a complete inoperability of the system or a module or main functionality of the system in the production environments. - The Event prevents the functionality or operation of the critical service and there are no alternative means to carry out the activity. - Incidents that affect critical services and / or that prevent the normal operation of an application for a relevant user environment (more than 50% users of the operation). - Non-resolution represents a security risk or impacts the business continuity of the Customer and / or third parties or breach by the Customer with regulatory bodies.	Within 1 hour since SyncRTC is informed	Within 4 hours since SyncRTC is informed
High	Partial loss of service: the platform does not work for everyone (more than 50% of the users) all the time and there are not alternative means to carry out the activity.	Within 4 hours since SyncRTC is informed	Within 8 hours since SyncRTC is informed
Normal	Intermittent loss of service: the platform does not work for everyone (less than 50% of the users) from time to time, but there are alternative means to carry out the activity.	Within 8 hours since SyncRTC is informed	Within 72 hours since SyncRTC is informed
Low	Information and/or request for change; event that does not affect functionality of the services and/or affecting less than 10% of the users.	Within 2 days since SyncRTC is informed	Once the fix target build has been defined, it will be communicated to the customer.