



mashme

L1 PARTNER SUPPORT

Definitions, acronyms and abbreviations

Freshdesk: Customer support tool that is being used to manage both, mashme.io customer issues and mashme internal issues.

Freshchat: Customer support tool that is being used to manage customer initiated chats that integrates with Freshdesk.

Ticket: Code or reference identification of one issue description and the follow up information associated.

Customer: An end-user/participant, administrator or point of contact who initiates a chat due to an issue or any other query they may have.

KPIs: Key Performance Indicators related to chat management of customer satisfaction and performance (Response and resolution time).

Service Request: Request from the user or user's representative that initiates a service action that has been agreed and considered as part of the normal service delivery.

Service Level Agreement: documented agreement between the service provider and the customer that identifies services required and the expected level of service.



Level 1 Software Support

Scope of the support

Partners or customer organizations giving Level 1 software support, should provide support to users acting in all the different user roles supported by mashme.io using their existing processes and chat functionality included in the platform.

The following areas are included:

- Participant role - Participant view and associated actions.
- Administrator role - Accounts and Analytics portal
- Remote/Presenter role - Presenter view and associated actions
- Translator role - Translator view and associated actions
- Assistant role - Assistant view and associated actions

mashme.io will provide specific training to be able to analyze, categorize and prioritize the service requests submitted.

mashme.io will provide an agent account for Freshchat and will implement the necessary routing for only delivering user initiated chats within the supported organization. This agent account will have an associated cost (60\$ per month) that will be passed on to the company providing Level 1 support, which could request to have several chat agent accounts to suit its needs.

mashme.io will provide up-to-date documentation and a repository of troubleshooting and solution articles accessible via the Help Portal.

These elements should assist in identifying and resolving the possible issues that might arise.

Common service requests

The common requests submitted by users are the following:

- Platform login access
- Classroom access errors
- test.mashme.io errors
- Audio and video related issues/queries
 - Camera configuration
 - Headset configuration
 - Video feed not present or lost
 - Audio feed not present or lost
- Connection instability
- Accounts portal queries

mashme.io resources

Freshchat

Freshchat is the tool used to provide direct chat support for end users, it is integrated in the mashme.io platform.



A user can initiate a chat from the browser interface by clicking in the available bubble in the right hand corner of the screen.

The user is requested to introduce basic information, including their name and email address, and then presented with a set of solutions from the existing Knowledge Base for self-help, and the option of initiating a chat.

If the user clicks in Inbox, the chat iteration will start. First through a conversational bot that would qualify the visit and attempt to provide an answer to the question raised. If a solution cannot be provided or the user would like to chat with a live agent then the chat will be assigned to their organization queue and assigned to any available agent.

The agent then will work with the user, with the options of using canned responses and share articles present in the Knowledge Base.

If the issue cannot be resolved in the chat, the issue should be escalated to the next level of support making use of the option available.

For more information, please refer to the following document.

[HOW TO - Agent Chat Management using Freshchat](#)

Help Portal

mashme.io help portal has been designed to offer a clear view of the current status of the platform and a repository of the documentation and solution articles created by the support team.

The help portal is available in [Help Portal](#).

If a login has been enabled for a specific email address provided beforehand, the user will be able to get access to restricted materials (support related articles) and log, monitor and update tickets through the portal.

In addition, partners or customer organizations giving Level 1 software support can check the health of the platform via the System Status section or in <https://status.mashme.io/>



Escalating an issue into mashme.io

If the issue cannot be resolved or it is of a complex nature the issue should be escalated into mashme.io support.

Creating a ticket via email

A new ticket should be created on behalf of the customer, indicating the point of contact throughout the entire duration of the ticket.

The easiest way to raise a ticket is to send an email to support@syncrtc.com.

Please include all the necessary information for the mashme.io support team to classify and take action accordingly.

Using the above mentioned method, a ticket will be created automatically and the number communicated to the sender of the email.

Creating a Ticket via the Help Portal

After logging into the Help Portal, navigate to the section My Tickets in the landing page.

Click in the Submit a Ticket option and the following form is presented:

Submit a ticket

Requester *

demo@helpportal.com

Description *

B I U List Link Unlink Image

+ Attach a file

Cancel Submit

Once completed, press Submit and the ticket will be generated with the mashme.io support team.

Information to provide

When escalating a ticket into mashme.io, it is necessary to consider that the more details provided will assist in analyzing, evaluating and resolving the requests.

Any escalation should be accompanied by the escalation from:

[mashme.io Escalation Form](#)



The following information is MANDATORY:

Common to all types of requests

- Clear description of the problem
- Clarification on when the issue started
- Clarification on the frequency of the issue
- Troubleshooting made prior to escalating the issue
- Can the issue be reproduced?
 - Yes (Steps-to-reproduce)
 - No (What has been tried?)

Participant side

- Recording/screenshot of the issue

Presenter side

- Recording/screenshot of the issue

Administrator side

- Recording/screenshot of the issue
- What was process was being attempted when the issue was observed

If possible a console log of the browser should be provided in all the above mentioned scenarios.

Service Level Agreement

mashme.io will use commercially reasonable efforts to make the Services available with a yearly uptime percentage of at least 96% during any given year.

Any unavailability should be notified to mashme.io as soon as the client is aware, and, in any case, in a period no longer than twenty four (24) hours since that moment, (period that will not be considered downtime), so that it may be addressed as soon as possible.

In the eventuality that mashme.io is not able to keep the agreed yearly uptime percentage the Client can ask for service credits calculated as a percentage of the yearly "Support & Maintenance" charges paid by the Client in which the unavailability occurred, in accordance with the schedule below:

Yearly uptime % (indicative parameters)	Service credit
96-100%	0%
90-96%	10%
less than 90%	25%

The Service Credit shall be credited in accordance with the invoicing and administrative procedures determined by mashme.io in its reasonable discretion. Platform availability can be monitored in the status page <https://status.mashme.io>



Events list and criticality classification

PRIORITY	DESCRIPTION	TARGET RESPONSE	TARGET RESOLUTION OR WORKAROUND
Critical	<ul style="list-style-type: none">- 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 no 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; events that do 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.

Events not solved within the aforementioned periods will give rise to the penalties and/or consequences described within the corresponding main agreement between SyncRTC and the Customer.



Software Support Flowchart

