

THE PROCESS

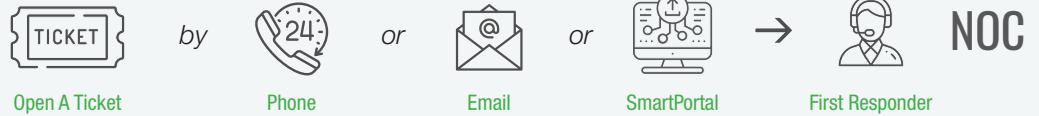
5 STEPS TO PROBLEM RESOLUTION



1

Open A Trouble Ticket

Open a trouble ticket with your SmartNoc via toll free 800 number, email, or Smart Portal.



2

Technical Case Managers (TCM) Support

Your TCM owns the management of your ticket from A to Z managing all assets required for resolution.



3

TCM Escalate To Tier 4 Expert Level Engineering

If your problem is complex and requires Expert level SME help, your TCM engages Tier 4 Engineer. Tier 4 creates a solid action plan for resolution.



4

If A Part Is Required

If it is determined a part has failed and is required for resolution Smart Logistics takes over.



5

If The Replacement Part Requires A Field Engineer

If the replacement part requires a Field Engineer your Smart Hands FE will be engaged and dispatched to your location to replace your failed part and restore your system.

