

HOW IT WORKS:



CALL

651.255.5799



EMAIL

support@cit-net.com



LIVE CHAT

cit-net.com/support

WHEN SUBMITTING A NEW TICKET

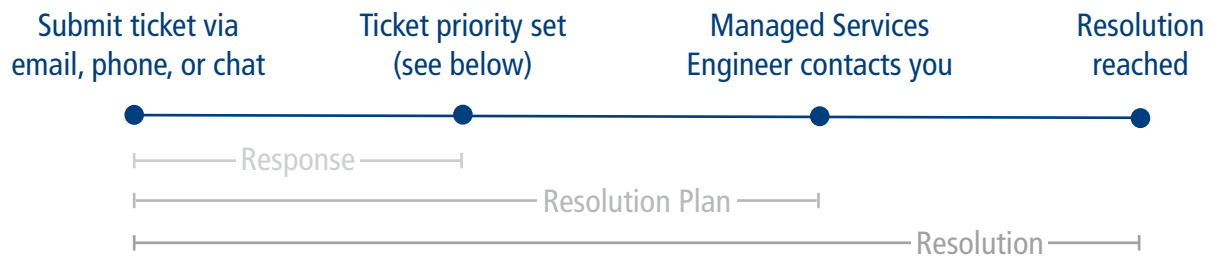
Please let our Dispatch Team know or include in your email the following:

1. Provide your company name, your name, best call back number, and email address.
2. Describe the issue?
3. When did the issue start?
4. How many people is it affecting?
5. Have any troubleshooting steps been taken by you or us in the past?
6. Are you remote or on-site?
7. Is this impacting any other part of your ability to work today or co-workers/company?

WHEN COMMUNICATING ABOUT EXISTING TICKETS

Please provide the ticket number and let our Dispatch Team know if the engineer working with you has requested additional information. They will be able to gather that information or get you connected with the engineer.

TICKET TIMELINE:



CIT RESPONSE (SLA):

PRIORITY	REMEDIATION	IMPACT	RESPONSE	RESOLUTION PLAN	RESOLUTION
1	Critical	Over 50% of users	Within 1 hour	Within 2 hours	Within 8 hours
2	Serious	Under 50% of users	Within 4 hours	Within 8 hours	Within 24 hours
3	Standard	Single user	Within 8 hours	Within 24 hours	Within 72 hours

Let's Connect & Make Technology Work for Your Business

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Email | support@cit-net.com

Live Chat | cit-net.com/support

LIVE CHAT:

I've having trouble with Outlook. Can you help?

Hi! My name is Dan and I'm a dispatcher here at CIT. I'd love to get some more info...

- Go to cit-net.com/support and click the Start Live Chat button.
- Fill in the required info before starting a chat and a member of our Dispatch Team will confirm your submission and ask any additional questions.
- The best engineer for your issue will be assigned to your ticket and contact you once they are ready to set a resolution plan.

SCHEDULE YOUR TIME:

- After submitting your ticket our team will determine how much time we believe we need to schedule with you to handle your service issue.
- You will receive a scheduling link through email* from support@cit-net.com with the subject line "Choose a convenient time to work with an engineer"
- Once scheduled, you'll receive a confirmation email, and a calendar invite.
- At the scheduled time you will receive a call from the engineer helping you to resolve your issue.

*Be sure to check your Junk Email folder

OPTIONS DELIVERED STRAIGHT TO YOUR INBOX

2:00PM

2:30PM

3:00PM

3:30PM

YOUR FEEDBACK MATTERS:



After your ticket is resolved the engineer working with you will send you an email asking for your feedback - it's as easy as clicking a smiley face. Your feedback helps us change and refine our processes to better serve you.

Whether it's positive, neutral, or negative our leadership team works with our team members to celebrate the wins and work through the challenges.

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