

TASSTA Customer Service Guidelines

This document is intended for TASSTA customers and provides the basic guidelines on how to use the TASSTA Help Center, answers the most common questions and highlights the essential steps to follow in order to achieve the fastest response and the best Customer-TASSTA Service Support interaction.

Question 1: What Customer Support channels does TASSTA offer?

- TASSTA's main platform to raise a request is **TASSTA Help Center**: service.tassta.com
- In order to facilitate a quick exchange of messages or to arrange a meeting we enabled the use of Channels in **MS Teams** www.microsoft.com/en-US/microsoft-teams/group-chat-software. All that is needed from your side is a valid email address to be added in MS Teams messenger.
- In case of high priority or to report any concern on the resolution process please contact us via email help@tassta.com.

Question 2: What days and hours does TASSTA Help Center operate?

TASSTA Help Center **operates Monday to Friday 9.00 AM - 5.00 PM o'clock CEST**. TASSTA service engineers **review requests during 8 working hours**.

TASSTA monitors 24/7 all TASSTA cloud servers (*.tassta.com) and customer servers with an active Premium SLA.

For **critical server related incidents** (conditions listed above) please expect **immediate assistance** from our service team.

Question 3: Customer - TASSTA communication best practices

Point #1.

To raise a technical request – please **register a ticket via TASSTA Help Center**.

We kindly ask our customers to add all the relevant details clearly **defining the requests**.

This will help our support team to provide you with the fastest response.

You already have a ticket logged in TASSTA Help Desk → another issue needs to be resolved emerges → please create a new ticket.

This way would ensure that our service engineers prioritize the issue accordingly.

Point #2.

Please be pragmatic when **setting the priority for the tickets raised in the system.**

We rely on the priority of the issue our customers set on the tickets – from Minor to Critical one.

Point #3.

It is important to be proactive and **stay in touch with our service team.**

Issue solving is a phased process and, in most cases, **we need your input to keep to the timeline** (ssh credentials, logs collecting information, etc.).

In case tickets stay without any update longer than 2 days your position in the queue to get a solution changes proportionally to the number of days without a response and eventually the ticket will be closed.

Question 4: How to use TASSTA Help Center Desk/MS Teams?

Do you have any questions on how to use TASSTA Help Center Desk?

Are there any issues occurred with MS Teams access?

Please contact us via email help@tassta.com and we will send you specific instructions **for TASSTA Help Center Desk /MS Teams** usage.

Question 5: How does TASSTA measure customer satisfaction?

With every closed ticket our customers receive **a 5-star TASSTA Quality Survey.**

We highly appreciate your participation in the survey - every feedback counts!

Your input and efforts in our survey will help in improving the support services and TASSTA Service Desk!