

## Ticket Priority

ComTec's Support Team utilizes several priorities to signify the ticket urgency and level of service the client has at that moment. The priority drives the SLA.

### **P1** Any one service is down with no work-around.

E.G. No inbound or outbound calling, no phone service, circuit is down with no backup.

**SLA**

Update every hour  
MTR: 5 hours

### **P2** Multiple but not all users are impacted, or a feature is not working.

E.G. Several phones with no service, call flow not routing calls to the proper agents.

**SLA**

Update every 2 hours  
MTR: 12 hours

### **P3** One or no users impacted or work-around in place.

E.G. Phone not registered, call quality, circuit down but client working on backup circuit.

**SLA**

Update as needed  
MTR: 24 hours

### **P4** Questions

E.G. How does a feature work, can the system do a particular thing?

**SLA**

Update as needed  
MTR: 2 business days

### **MACD** Moves, Adds, Changes, Deletes

E.G. New user or phone, password reset, change to a call flow.

**SLA**

Update as needed  
MTR: 3 business days