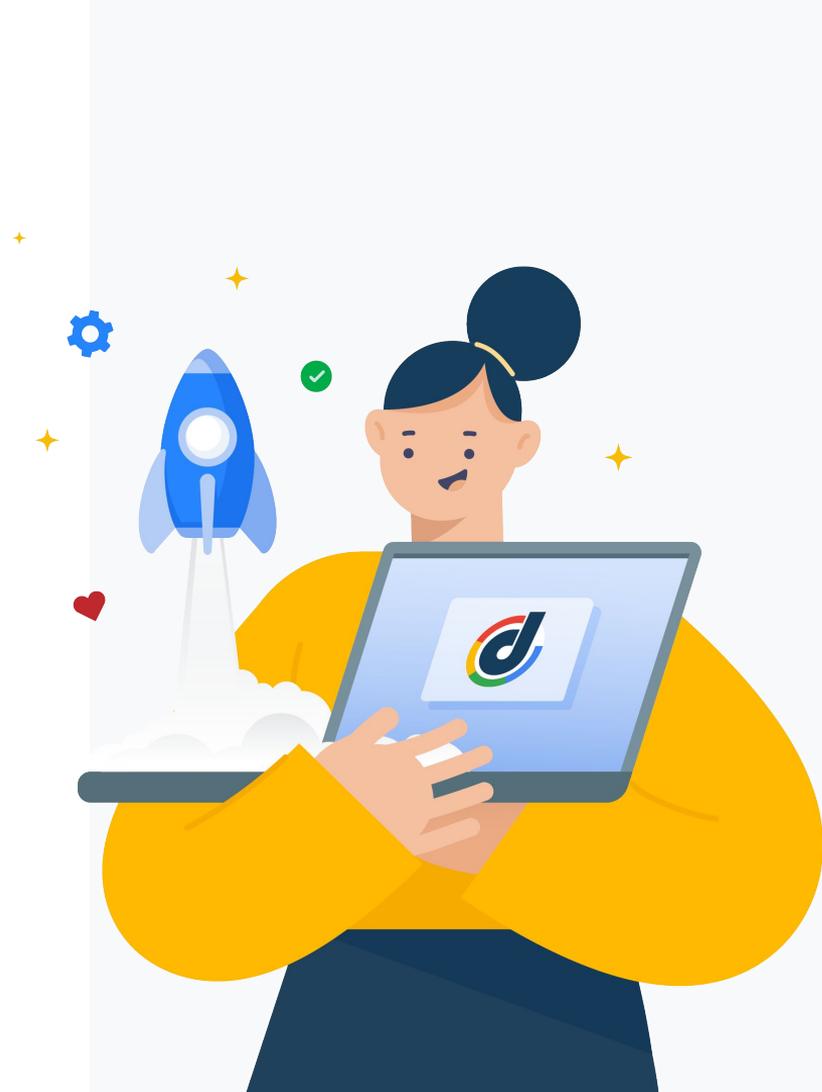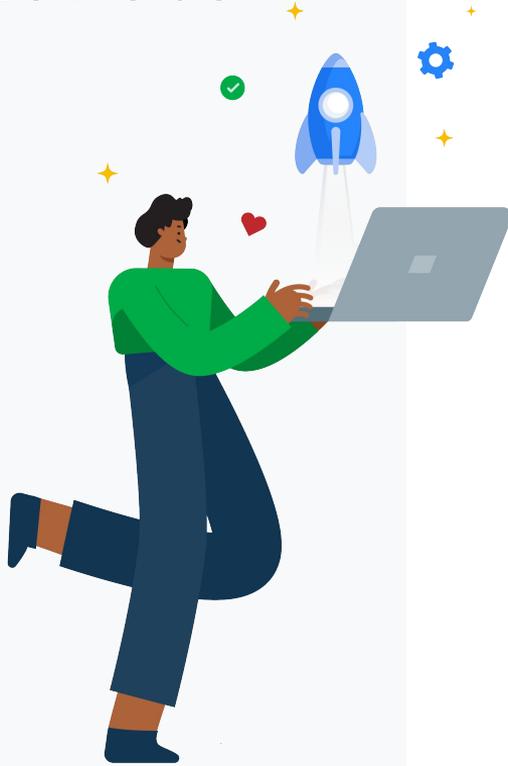# Dito's Onboarding Support Guide

What's Inside

Support workflows

How to help us help you quickly

Dito Support Portal

     Get the most out of support
     KB + Demo
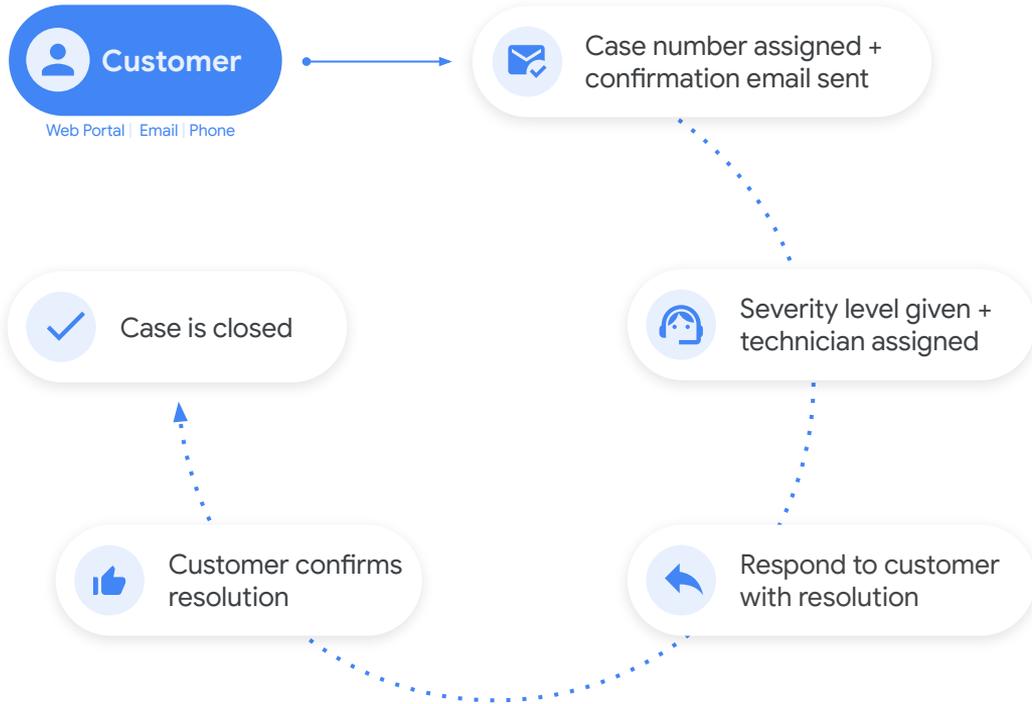   Case Management
     Submitting a Ticket
     Case Status
     Priorities Defined

Frequently Asked Questions

Support Workflow

Customer

Web Portal | Email | Phone

Case number assigned + confirmation email sent

Severity level given + technician assigned

Respond to customer with resolution

Customer confirms resolution

Case is closed

Support Channels

support.ditoweb.com

support@ditoweb.com

(512) 598-6238

If calling after hours please leave a message to create a case

8:00am - 8:00pm EST M-F

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How to help us help you quickly

1 Assign a Primary **Point Of Contact (POC) - Tier 1**

We highly recommend 1 or 2 POC's, for your organization, as this allows you to:

- Better disseminate new processes/solutions/updates to your team

- Reduces confusion and duplication of cases or effort

2 Prioritize for **Success**

Every case is important to us, but to best serve our entire customer base we follow two simple prioritization rules:

- Priority of case submitted (Priority 1 through 4) – Will discuss more in later slide

- All other cases follow a FIFO (First In First Out) process

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3 ## Get Help **Fast**

Back and forth requests can be time consuming, to avoid please provide the following:

- Steps to take to reproduce/recreate the issue

- Screen shots that reflect the issue

- The end result or state you are trying to achieve

- Any additional information that would be helpful (e.g. if you would like a call to resolve, etc..)

4 ## We Love **Feedback**

We have an easy to use customer satisfaction survey process, your feedback is important towards helping us continuously improve our services

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Dito Support Portal

How to get the most out of Dito support

1 **SaaS Based Support Portal**

- Our Support portal can be accessed via mobile and or web browser

- You will always have the ability to add, edit, or view current and historical cases
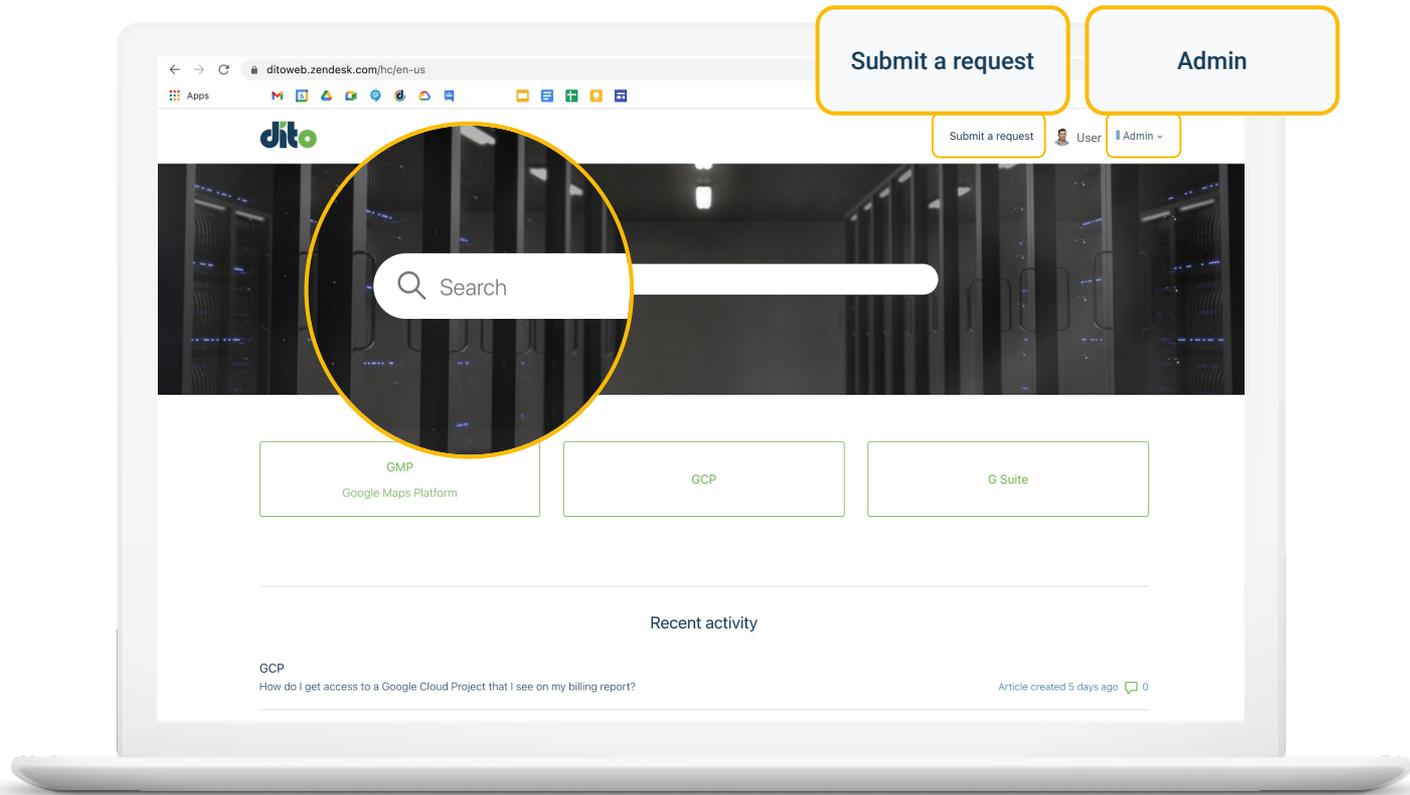
2 **Knowledge base (We are building out now)**

- Our Support portal has a built-in knowledge base that can be easily accessed

- We have solid metric capabilities that allow us to easily manage and maintain relevant content

- Internally Dito is continuously adding/updating our Knowledge Base Articles (KBA's) to help our customers find relevant solutions quickly

3 **Activity Management**

- Manage and update all cases from one self service portal (getting them out of email)
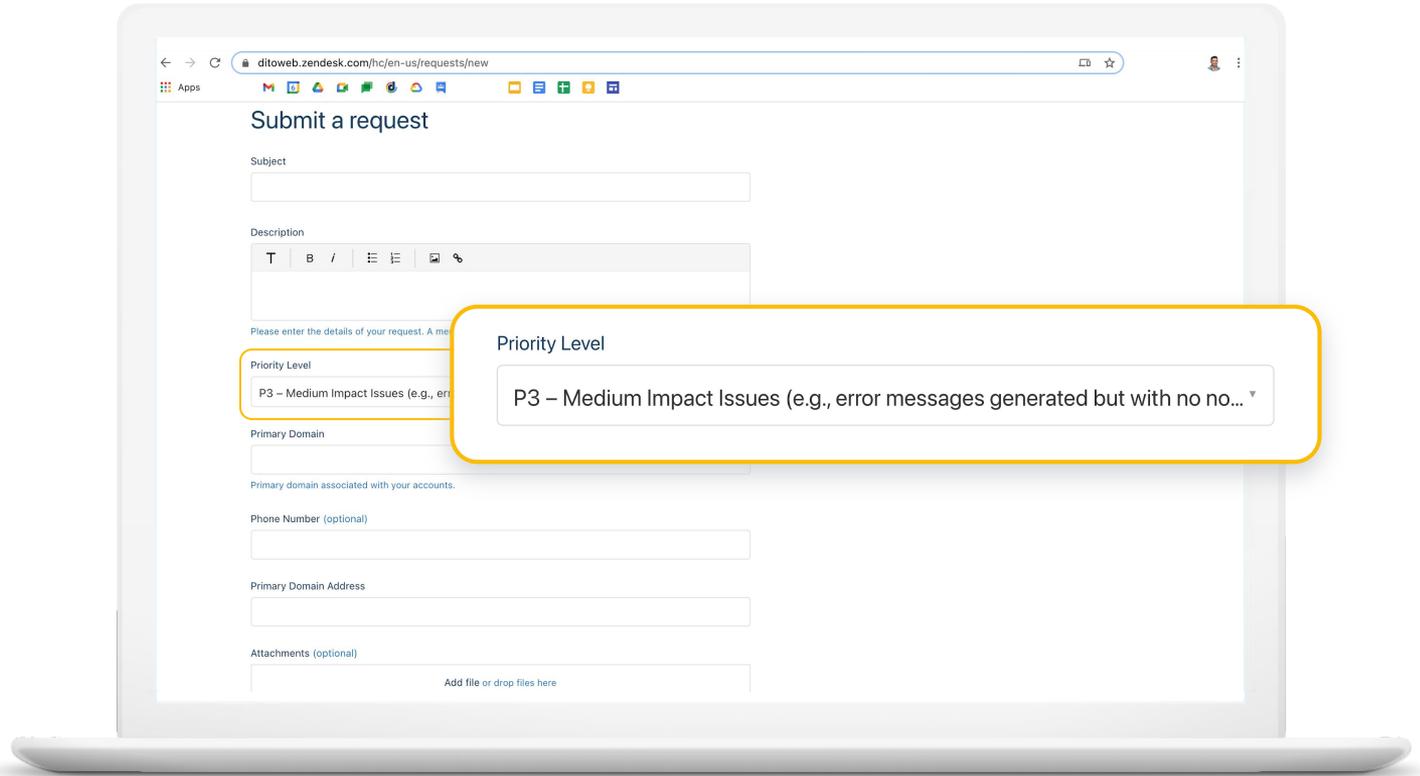
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KB + Demo

Submit a request

Admin

Case
Management

Submitting a Ticket

Case Status

Closed
Final State

Closed: Once a case is set to solved it will automatically close in 2 business days, once a case is closed it can not be updated, but a follow up case can be created to avoid having to resend information already provided.

Solved
1 day to close

Solved: Typically this is confirmed by customer per email or on the phone, once a case is set to solved it will automatically close in 1 business days. This is to allow customers another opportunity to follow up if there are additional questions.

Pending
5 Business days
to close

Pending: Typically these are cases that require additional follow up from customer, after 2 business days with no response a notification is sent, after 3 days no response another notification is sent and the case is set to Solved, allowing for 1 more business days to respond if further assistance is needed.

Hold
Future/Scheduled

Hold: Typically these cases are scheduled or long term tasks, weeks or months out and should not follow typical case handling processes.

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Priorities Defined

Priority 1
1 hour response + hourly updates during hours of operation

Critical: **Critical Impact Issues** (e.g., service is unavailable; service is unusable across customer organization)
Production issue that severely impacts Customer use of the Product. The situation halts Customer business operations and no procedural workaround exists.

Priority 2
3 hour response + hourly updates

High: **High Impact Issues** (e.g., service performance is degraded; service available but producing significant error messages)
Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer business operations and no reasonable workaround exists.

Priority 3
6 hour response + daily updates

Medium: **Medium Impact Issues** (e.g., error messages generated but with no noticeable customer impact; questions about features used)
There is a partial, non-critical loss of use of the Product with a medium-to-low impact on Customer business, but Customer business continues to function. Short-term workaround is available, but not scalable

Priority 4
12 hour response + daily updates

Low: **Low Impact Issues** (e.g., questions about roadmap or development; feature requests)
Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, best practice, installation or configuration, bug affecting a small number of users. Acceptable workaround available..

Frequently Asked Questions

Q: How do I contact Dito Support?
A: Navigate to your customer support portal support.ditoweb.com to access our knowledge base or open a support ticket

Q: How can I add additional G Suite or Chrome licenses?
A: To request additional licenses, simply log into Dito ALSO app to order additional licenses

Q: Who can I contact with questions about my order?
A: Please reach out to your Account Manager or our Order Specialists (customer_orders@ditoweb.com)

Q: Who can I contact with questions about my invoice?
A: Please Email Account Receivable team (ar@ditoweb.com)

Q: How can I view my invoices and submit payments?
A: We will send you an email with your login information to our customer portal.
   You can access the portal using the following link: goo.gl/TVKir6.
   Here you can view invoices, upload credit card information and if you choose, even set up auto payments.
   If you are unable to log in for any reason, please email ar@ditoweb.com for assistance.

Q: How do I remit payments?
A: Dito accepts many forms of payment but our preferred method is ACH.
   Customers may be charged a convenience fee for paying with a credit card.
   The remittance for check payments should be mailed to Dito, LLC, PO Box 398452, San Francisco, CA 94139-8452.
   Other specific remittance instructions will be included on your invoice.