



# cistor ADVANCE INCIDENT LOGGING AND ESCALATION PROCESS

## INCIDENT LOGGING PROCESS



### Cistor Advance Live Web Portal

This is a facility where you can directly log an Incident via our Cistor Advance Live web portal. Simply login to view your contracts and select the appropriate equipment you need to log an Incident on. Your Incident is automatically placed directly in our Service database, and appropriate alerts are directed to our support team both in and out of hours. You are able to track the Incident's progress and live updates on the portal, which are immediately available, so you are kept fully up to date.

Event logs can help us greatly by providing our engineers with detailed information on the current issues being experienced. If you have any logs available, you can upload these immediately after logging the Incident via the portal, without having issues with email services blocking file types or file size restrictions impacting delivery.

If you don't have a login to Cistor Advance Live then please contact us to arrange access.



### Telephone

Contact us on 0844 3240555  
– To speak with our Service Desk.

To help us log the Incident quickly for you, please provide the following information:

- Cistor Advance contract number
- The make, model & serial number of the faulty equipment
- Contact name & telephone number for the site location
- Contact name & number for you or your support desk
- A description of the fault
- Your reference number for the Incident
- Part number if known.

Once the Incident has been logged, our Service Desk will advise you of the Cistor Advance Incident Reference number.

The Incident will then be assigned to a Service Desk Analyst, who will take care of that Incident and provide you with updates as the Incident progresses. The Incident will also be assigned to a Triage Engineer, who will contact site and discuss the current issues being experienced. If the Incident cannot be resolved by phone, we will identify the parts required to perform a fix and an engineer will be assigned to attend site.

Please note the SLA for the contract Incident will commence when the engineer has completed Triage and determined the fault is with the contracted equipment and not due to any external issue, i.e. Software.

On completion of the Incident, Cistor Advance will provide a site visit report by email, which will outline site visit times, repair details and parts used to complete a fix.

To help our customers keep track on Incident progress, Incident information is available via our Live web portal. Our customers can also add their own notes directly on to the Cistor Advance Incident database.



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## ESCALATION PROCEDURE

Cistor Advance adopt a 4 stage escalation procedure, which can be triggered by a number of specific events, such as:

- The Cistor Advance Field Engineer (FE) cannot make contact with the end user to verify the fault.
- The Cistor Advance FE encounters a situation that could cause a failure to meet the SLA.
- The Cistor Advance FE is on site more than 1 hour without diagnosis of the fault.
- The Cistor Advance FE feels it is necessary to escalate the problem.

## PRIORITY LEVEL

All Incidents are set by default to priority level 5 and escalated up as required.

### LEVEL 4

Incident is  
escalated to Duty  
Manager

### LEVEL 3

Duty Manager  
escalates to  
Service Deliver  
Manager

### LEVEL 2

Service Delivery  
Manager informs  
Operations  
Director

### LEVEL 1

Managing Director  
decides next  
course of action