

Support Paradigm

- All contract customers have an explicit support owner at all times. Normally this is a Catamarun support team member; however, during in pre-contract sales it could be a Catamarun Systems Engineer, VAR, or other field sales resource.
- All legitimate support requests are the responsibility of Catamarun Support until closure, unless there is explicit agreement between Catamarun Support and the customer to transfer management of the case to another party.
- Unless discussed and agreed to by Catamarun Support, all customer support communication flows through the Catamarun Support Team. This ensures:
 - Proper case management and recording
 - Proper follow up is achieved throughout case lifecycle
- Customer satisfaction is the responsibility of the Customer Support Team.

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