

CASI Hot-line Response

CASI utilizes Zendesk software to generate support tickets and dispatch resources necessary to troubleshoot and rectify issues. All initial requests for support must be submitted through one of our four intake channels:

- 1 **ONLINE**
Complete a form on the CASI Support Website:
www.casiusa.com/supportticket
- 2 **CALL**
Technical Support Hotline:
1.800.930.3788
- 3 **TEXT**
510.631.0437
- 4 **EMAIL**
support@casiusa.zendesk.com



When initiating a new service inquiry, the customer shall designate the priority level based on the circumstances affecting their operation at that time and may upgrade priority levels during the remedial process, as necessary.

Priority	Description / Examples	REMOTE SERVICE	
		Standard Hours	Outside Standard Hours
1	WHOLE SYSTEM IS CURRENTLY UNAVAILABLE FOR USE.	1 HOUR OR LESS	2 HOUR OR LESS
2	CRITICAL PART OF SYSTEM IS CURRENTLY UNAVAILABLE FOR USE. CRITICAL PART OF SYSTEM WILL BECOME UNAVAILABLE FOR USE WITHIN THE NEXT 30 MIN.	1 HOUR OR LESS	2 HOUR OR LESS
3	NO IMMEDIATE BUSINESS IMPACTS. OPERATIONAL WORKAROUND IDENTIFIABLE.	1 HOUR OR LESS	2 HOUR OR LESS

Incident Escalation Path

The initial acknowledgment and response time will be completed by a tier 1 support technician. The tier 1 technician will be capable of performing a high-level evaluation of mechanical/electrical and HMI-displayed issues. If the tier 1 technician is unable to resolve the reported issue, they will escalate to a tier 2 support technician. The tier 2 technician will perform a deeper dive into the software and database/controls, run diagnostic tools, as well as check network connectivity. If the tier 2 technician is still unable to resolve the reported issue, they will then escalate the issue to a tier 3 resource who is an engineering resource (controls, electrical, mechanical or software) for investigation and resolution.

Tier	Resource	HOURS OF ACCESS-SERVICE OPTIONS	
		Standard Hours	Outside Standard Hours
1	SUPPORT TECHNICIAN LEVEL 1 CAPABLE OF PERFORMING BASIC TROUBLE-SHOOTING	1 HOUR OR LESS	2 HOUR OR LESS
2	SUPPORT TECHNICIAN LEVEL 2 SUPPORT CAPABLE OF PERFORMING HIGHER-LEVEL DIAGNOSTICS OF SOFTWARE, CONTROLS, DATABASE & CONNECTIVITY.	4 HRS OR LESS <i>If notified by noon CST.</i> NEXT DAY SERVICE <i>If after noon CST.</i>	NEXT DAY SERVICE
3	ENGINEER CAPABLE OF REMOTELY RESOLVING ANY ISSUE THAT DOES NOT REQUIRE AN ON-SITE VISIT.	NEXT DAY SERVICE	NEXT BUSINESS DAY