

Our goals:

- improvement in the quality of services
- increased service availability
- simplified procedure for the submission of service orders



How do we want to achieve these goals?

- Division of technical support into L1, L2 and L3 levels

L1 - the first level of support responsible for basic customer issues. This means the first technical contact support at the basic level. The task is collecting information from the customer and solving basic problems. L1 works from 8.00 - 16.00, from Monday to Friday, after 16.00 from Monday to Friday and in the remaining hours and days, depending on individual arrangements resulting from the agreement with the customer, L2 takes over the competences of L1.

L2 - responds to more complex technical problems and coordinates the work of the L1 team of technicians within the projects of a given network. As part of the information collected by the L1 level, the L2 level technical support gives appropriate priority to the problem-solving process based on the high technical competence of the team members.

L3 - the highest level of support in the three-layer technical service model, responsible for handling the most difficult and advanced problems. This means solving problems and analyzing methods at the expert level.

- Increasing the availability of L1 technicians between 8.00 and 16.00

The L1 support team has been joined by new people who will be available to our customers. Ultimately, the L1 support level should solve 60% of the technical problems reported.

- Orange Virtual PBX

We have introduced a new Orange PBX, which allows for full monitoring of the number of calls and precise information about the contact attempt. A person calling a dedicated hotline is connected to the L1 support level or receives feedback if a technician is not available. The technicians work in a telephone loop and the call is answered in the shortest possible time.

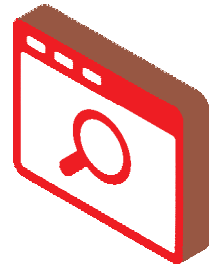
- Service order form

We have created a form that allows you to report technical problems via the www.helpdesk.jantar.pl website. Reporting requires filling in simple fields, the submitted notification will be automatically assigned an order number and will be sent directly to the technical coordinator, who will assign the order to the appropriate technician from the L1, L2 or L3 support level.

- Technical Coordinator

The coordinator will regularly monitor the reported problems, the number of orders, SLA and the time of solving a technical problem. Notifications will be analyzed and assigned to a specific L1, L2 or L3 group of support technicians

Incidents notification - two ways



Hotline

- phone call to a dedicated hotline number
- a call to an L1 technician or information about waiting for a call (queuing of notifications within a given network)
- order placement
- problem verification
- order processing or contacting an L2/L3 level technician

www.helpdesk.jantar.pl

- submitting the notification via form
- automatic order placement in the system
- e-mail notification with the number of the registered order
- problem verification
- contacting an L1/L2/L3 level technician
- order processing

Dedicated hotline numbers and email addresses remain unchanged.

Ultimately, we intend to replace the e-mail notifications with notifications via the form at www.helpdesk.jantar.pl, and dedicated e-mails, e.g. shop@jantar.pl, will be used for communication concerning the notification submitted in the system.

In order to ensure a high level of our cooperation, we keep introducing successive changes, and therefore we ask for your understanding.

Any observations regarding the new solutions should be sent to marketing@jantar.pl