Customer Technical Support

and Platform SLA

V2.5 – Aug 2024

Customer Technical Support

The Customer Technical Support Team at Sova is available to support our clients in the use, optimisation and troubleshooting of our products and services. The purpose of this Service Level Agreement (SLA) is to outline the service Sova provide and the standards we endeavor to uphold for service delivery.

This SLA is subject to change from time to time, the latest active version will be updated and accessible for download on the Sova assessment website: www.sovaassessment.com

1.1   Customer Support Access & Availability

Customer Technical Support Team services is for clients, not direct to candidates. It can be accessed in the following ways:-

1) We encourage clients to contact use via email using our global email address – this allows for better support, prioritisation and ultimately a faster client resolution: customersupport@sovaassessment.com

We may arrange a phone call with client where this is useful to support issue resolution.

2) An alternative method of contact is via phone on:-

- APAC Customer Support Hotline: +61 3 4061 5555
- EMEA and US Customer Support Hotline: +44 (0)20 8051 4545

Open Hours: Team tickets and calls are handled during our open hours: 5 days a week Monday-Friday, 9-5:30pm, excluding UK public holidays.

1.2   Customer Responsibilities

To allow the Customer Technical Support Team to appropriately review your ticket, our customers are required to provide us with as much information as possible, in order to support the query at hand. Failure to provide this information, will result in a delay in response as we look to collate all the necessary (see appendix 1, outlining the information we require).

1.3 Setting Priority Levels for Requests

Sova commits to uptime platform availability of 99.99%. The Customer Technical Support Team will make every effort to resolve issues at the time the ticket is picked up. This will be the initial method for resolving technical issues, before assigning a priority level. The team will log and assign priorities for all requests not resolved. Requests will be handed according to the priority assigned to them. The Team will endeavour to provide an estimation of the timing for the provision of assistance.

Support is provided to the administrative users of our customers via the following expertise:

- **1st line (Tier 1)** support cover provides basic / common assistance to the Customer
- **2nd Line (Tier 2)** support cover for more complex tasks
- **3rd line (Tier 3)** support cover for external services or highly technology-specific issue

1.4 Ticket Response Times

On the provision of the necessary and complete information from the client, Sova's response times will meet the following timeframes during our open hours:

	Tier 1 Response Time	Tier 2 / 3 Response Time
First Initial Reply	30 minutes	n/a
P1 Urgent: active response	2 business hours	3 business hours*
P2 High: active response	8 business hours	3 working days
P3 Normal: active response	24 business hours	5 working days
P4 Low: active response	n/a	n/a

*Starting from the point the ticket is escalated to Tier 2/3

1.5 Ticket Resolution Times

Tier 1 cases will aim to have a resolution **within** the response times above, providing the customer has supplied all relevant information for Tier 1 to resolve.

Tickets escalated from Tier 1 to Tier 2 will require expert investigation. This may result in additional coding, implementation work, testing and may necessitate a production release (which would be scheduled into a quarterly release cycle). This will need to be scheduled and a resolution timeframe will be communicated to the client via Tier 1 support.

1.6 Ticket Management

The goal of our Platform and Service Incident Management Policy and Process is to restore normal service operations as quickly as possible and minimise the adverse effect on the client's business operations. We use our best endeavours to resolve the issues within their SLA timeframes.

If an incident is reported where a known workaround exists, we will work with you to provide you with the capability to continue your operations as quickly as possible. The incident is recorded and assigned using the Customer Team Process (see appendix 2 for further information), so that the resolution can be built into the development project schedule amongst other commercial priorities.

Scheduling of the incidents flagged considers each incident in terms of its severity and impact. Each ticket will be reviewed and categorised as in the table below by the Sova Tier 1 support agent:

Severity	Ticket Management	Example
P1 **Urgent**	Severity 1 incidents are usually addressed immediately, with other projects being put on hold in the meantime if necessary. A hot-fix release specifically for the severity 1 incidents will also be programmed in if required. Technology staff will work to resolve this level of issue until it is fixed and will provide a fix or workaround within (unless there are exceptional circumstances)	• Affect large numbers of candidates • Prevent candidates completing their assessments/AC • Prevents video interviews being watched/scored • Prevent administrators accessing scores/reports • Broken ATS integration affecting test launching, reporting or scoring • Affect scores being correct/or are missing • Affect reports being correct from a data perspective • Affect administrators urgently due to a project which affects key business processes for the client

Severity P2 HIGH	Incidents which may affect the way in which an administrator or candidate uses the system and may limit the usability of certain key features with no acceptable workaround. They are therefore scheduled in for the earliest opportunity.	The examples above would still apply in this instance, although the incident is impacting one user only.
Severity P3 NORMAL	Incidents are low impact and do not prevent administrators, candidates or delegates from using key Sova platform functionality at all. Whilst they are not preventing anyone from using the system, it is clearly not ideal that they continue to exist and are considered for addressing as part of the regular release schedule. Prioritisation will be assessed by the number of people impacted by the incident.	• General troubleshooting. • No impact on scores or data, or ability to complete an assessment. • Password re-sets and re-issue of assessment links. • Setting up customer accounts and administrators. • Adding and importing candidates to a client's Admin UI platform. • Generating and administering assessment invitations to candidates. • Generating and sending candidate assessment results to clients. • Generating and administering client usage reports. • Adding extra time to candidate assessments. • Training support
Severity P4 LOW (New feature requests)	Incidents are those which are more of a change request than a problem with the existing system.	• Wanting to use the system in a way that it was not originally designed for. • Where no known workaround is available, though incident is dealt with by the technical specialist. • Note: new requests are considered alongside other commercial priorities and considered against the Sova product roadmap. This is regarded as a request for change (RFC) and any new requests are reviewed and scheduled (where deemed appropriate) monthly.

1.7 Tiered Support

Tier 1 Support Entry point	Tier 2 Support Support Specialist /Technician	Tier 3 Engineering Specialist
First-tier support queries are identified as basic client issues and include straightforward technical or non-technical queries. First-tier support queries are resolved by customer-facing Tier-1 specialists operating the Sova Customer Team Mailbox.	Second tier more complex technical and non-technical queries. Specialists in this level of support group are SMEs in a particular area and will operate more advanced troubleshooting and analysis methods, using both their individual knowledgebase and by using process documents and guides when necessary. Second-tier support queries are resolved by Tier-2 specialists and inform T1 Support of the resolution.	Third-tier support queries are identified as the highest level of support required to solve the most difficult or advanced technical or non-technical queries. Specialists in this level of support group use expert level troubleshooting and analysis methods. Third-tier support groups are also responsible for research and development and putting forward new solutions for new or unknown issues.

1.8 Escalation

Depending on the severity and nature of query raised the response and resolution times can vary.

If the query is urgent (as defined in 2.6 Ticket Management) and you have not received the responses via the main support channels, the query can be escalated by contacting the following individuals: -

-   Escalation 1: Customer Support Manager
-   Escalation 2: Your Customer Success Manager
-   Escalation 3: Sova COO

Appendix 1 – Information required

Guidelines

When raising email queries, please follow the format below to ensure there is consistency on the information provided that will facilitate the resolution of your query in the fastest way possible:

<u>**Title**</u>
Please reference the name of the project and the nature of the issue
i.e., Project X – Timer countdown not working on VI
Please ensure to label emails as URGENT, if you have a live assessment centre ongoing or if the technical issues are impacting a large number of candidates.

<u>**Body of Query**</u>
Please ensure that you provide information on all items listed below:
- Project ID
- Candidate's name (or Assessor's name depending on the nature of the issue)
- A description of the issue with as many details as possible
- A hyperlink of the page in which the error occurs
- A screenshot of the error message or the unexpected behaviour
- Whether this issue is occurring on any other projects of your Account
- The steps that you have taken trying to process an activity in the platform and landed on the error message or the unexpected behaviour
- Any work-around steps you have taken
- Confirm whether the Technical Help page on Sova's website has been advised

Appendix 2 – Tiered Customer Team (Detailed Process)

Tier 1 Support (T1) – Entry point

First-tier support queries are identified as basic client issues and include straightforward technical or non-technical queries. Specialists in this level of support group should handle client issues using their own knowledge-base and internal step-by-step process documents and guides.

First-tier support queries are resolved by customer-facing Tier-1 specialists operating the Sova Customer Team Mailbox.

Triage Escalation Process

- Client query is received by the Sova Customer Team.
- **T1** specialist gathers all the relevant information direct from the client, in order to determine the issue.
- **T1** specialist reviews the information and considers possible solutions.
- **T1** specialist reflects on the possible root-cause.
- **T1** specialist provides the most effective solution to the client, in addition to presenting further guidance and support to prevent the issue re-occurring in the future.
    - (i.e. – providing the customer with the relevant FAQ documents, user-guides or 121 training).
- **T1** specialist closes the query with the client via return email.

Example Tier-1 support queries

- General troubleshooting.
- Password re-sets and re-issue of assessment links.
- Setting up customer accounts and administrators.
- Adding and importing candidates to a client's Admin UI platform.
- Generating and administering assessment invitations to candidates.
- Generating and sending candidate assessment results to clients.
- Generating and administering client usage reports.
- Adding extra time to candidate assessments.

Tier 2 Support (T2) – IT Technician

Second-tier support queries are identified as more in-depth and include more complex technical and non-technical queries. Specialists in this level of support group are SMEs in a

particular area and will operate more advanced troubleshooting and analysis methods, using both their individual knowledgebase and by using process documents and guides when necessary. Second-tier support queries are resolved by Tier-2 specialists and inform T1 Support of the resolution.

Triage Escalation Process (T1 to T2)

- **T1** specialist will escalate the client query to Tier-2 level support, by forwarding the client query to the internal Sova Support Mailbox.
- The client query is automatically added into Sova's internal ticketing system.
- The client query is assigned to a **T2** specialist.
- **T1** specialist will mark the issue as 'Verified' in, indicating that the **T1** specialist has attempted to replicate and resolve the issue, however Tier-2 level support is now required.
- **T1** specialist assigns a priority status, product affected and client name
- **T1** specialist is required to assign a priority level for the issue, using the below classifications – please see list of full classifications overleaf.
    - o Severity P1: Urgent
    - o Severity P2: High
    - o Severity P3: Medium
    - o Severity P4: Very Low/Request for new feature
- **T1** specialist is required to assign a 'due date' as per the above severity timescales
- **T2** specialist will review the assigned issue and work with Tier-1 level support to understand what has already been accomplished and any initial steps which have been taken to try and resolve the issue at the Tier-1 level.
- **T2** specialist will review the issue and continuously update to enable Tier-1 level support to determine timescales for the client.
- **T2** specialist will provide the **T1** specialist with the most effective solution for the client, and if applicable, will confirm further guidance and support to prevent the issue re-occurring in the future.
- **T2** specialist will close the issue.

Tier-3 Support (T3) – IT specialist

Third-tier support queries are identified as the highest level of support required to solve the most difficult or advanced technical or non-technical queries. Specialists in this level of support group use expert level troubleshooting and analysis methods. Third-tier support groups are also responsible for research and development and putting forward new solutions for new or unknown issues.

Third-tier support queries are resolved by Tier-3 specialists who report back to Tier 1 support.

Triage Escalation Process (T2 to T3)

- **T2** specialist will escalate the client query to Tier-3 level support, re-assigning the issue to a **T3** specialist.
- **T3** specialist will review the assigned issue and work with Tier-2 level support to understand what has already been accomplished and any initial steps which have been taken to try and resolve the issue at the Tier-2 level.
- **T3** specialist will review the issue and continuously update the ticket to enable Tier-1 level support to determine timescales for the client.
- **T3** specialist will provide Tier-1 level support with the most effective solution for the customer, and if applicable, will confirm further guidance and support to prevent the issue happening in the future.
- **T2** specialist will close the issue on behalf of the **T3** specialist.
- **T1** will contact the client with the outcome
- **T3** specialist is also responsible for designing and developing resolutions to new and unknown issues, replicating the resolution in a test environment, and implementing the most efficient solution.

Example Tier-3 support queries

- Complete outage
- Sova platform response issues
- Sova server issues
- ATS issues