Microsoft CSP Help Desk Support

Ticket Submission Process

1. Contact CSPsupport@hbs.net or call 920-415-5600 (preferred method if experiencing a critical issue). Available Monday-Friday, 7:00am-6:00pm Central.
(Emails automatically generate an HBS service ticket in which all communication will be documented in, followed by an automatic acknowledgment email indicating ticket has been created in HBS system.)

2. HBS Help Desk Engineer assesses ticket severity based on information provided in the initial email or call:

Priority	Definition	Acknowledgement Time
0/1	**Urgent - Site down.** Operation of a critical business system is stopped or severely restricted, stopping production or operations. No workaround is available.	1 hour
2	**High – Site at risk or performance severely degraded.** Operation of a critical business system is stopped or severely restricted but does not stop production or operations. No workarounds or short-term workarounds are available, but restricted operations can continue.	4 hours
3	**Medium – Performance impaired.** Problems that impair the operation of the CUSTOMER's existing system, yet most business operations remain functional. This can be a minor problem with no major effect on business operations, or a major problem where an acceptable workaround exists.	8 hours
4	**Low – General assistance.** Business process can continue, one user affected. Information or assistance on product capabilities, installation, or configuration. There is minimal impact on business process	24 hours

3. Customer receives automatic email update once ticket is assigned to a Help Desk Engineer.

4. HBS Help Desk Engineer collects basic information (issue overview, screenshots) by phone, preferably, if return phone number is provided.

5. HBS Help Desk Engineer provides initial troubleshooting, then determines escalation path based on customer preference:

Path 1: Troubleshoot internally at HBS	Path 2: HBS-Owned Escalation to Microsoft	Path 3: Customer-Owned Escalation to Microsoft
1. HBS Help Desk Engineer performs troubleshooting towards resolution independently or may escalate to HBS Field Engineer or an HBS Subject Matter Expert.	1. HBS Help Desk Engineer opens support ticket with Microsoft. 2. HBS introduces customer to Microsoft Engineer. 3. HBS assists in the troubleshooting process with both Microsoft and the customer.	1. HBS Help Desk Engineer opens support ticket with Microsoft together with customer. 2. HBS introduces customer to Microsoft Engineer. 3. The customer works directly with Microsoft to troubleshoot, while HBS remains on the ticket for quality control and status updates.

6. Upon resolution, if root cause of an issue is determined not to be Microsoft-caused, the customer is subject to applicable hourly rates* for effort consumed to resolve issue.

Microsoft Caused Examples	Non-Microsoft Caused Examples	
• Errors • Bugs • Patches • Update incompatibility	• Security changes • Roadmap upgrades • Design engineering • Setup, customization, or configuration changes • Issues caused by customer misconfiguration	• Incompatibility with 3rd party hardware or software • Implementation support • Admin Portal training • User license creation • License quantity adjustments

Exception: If customer elects to bypass troubleshooting with HBS's skilled Engineers and prefers to troubleshoot themselves with Microsoft.

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