



Problem Management and Escalation Process

Jive Communications, Inc.
877-548-3009
Jive.com

Jive's Commitment to Our Customers

Jive is committed to delivering high-quality products and support to all of our customers and partners. In the event that you need to escalate a case, our technical staff is ready and available to help you quickly bring your issue to closure.

Jive has built an efficient and sophisticated Escalation Management process to keep you informed of your escalated case status every step of the way. A manager is assigned to every escalation to oversee the case from a holistic viewpoint. The manager is responsible for evaluating your situation, facilitating the issue, and acting as an advocate on your behalf.

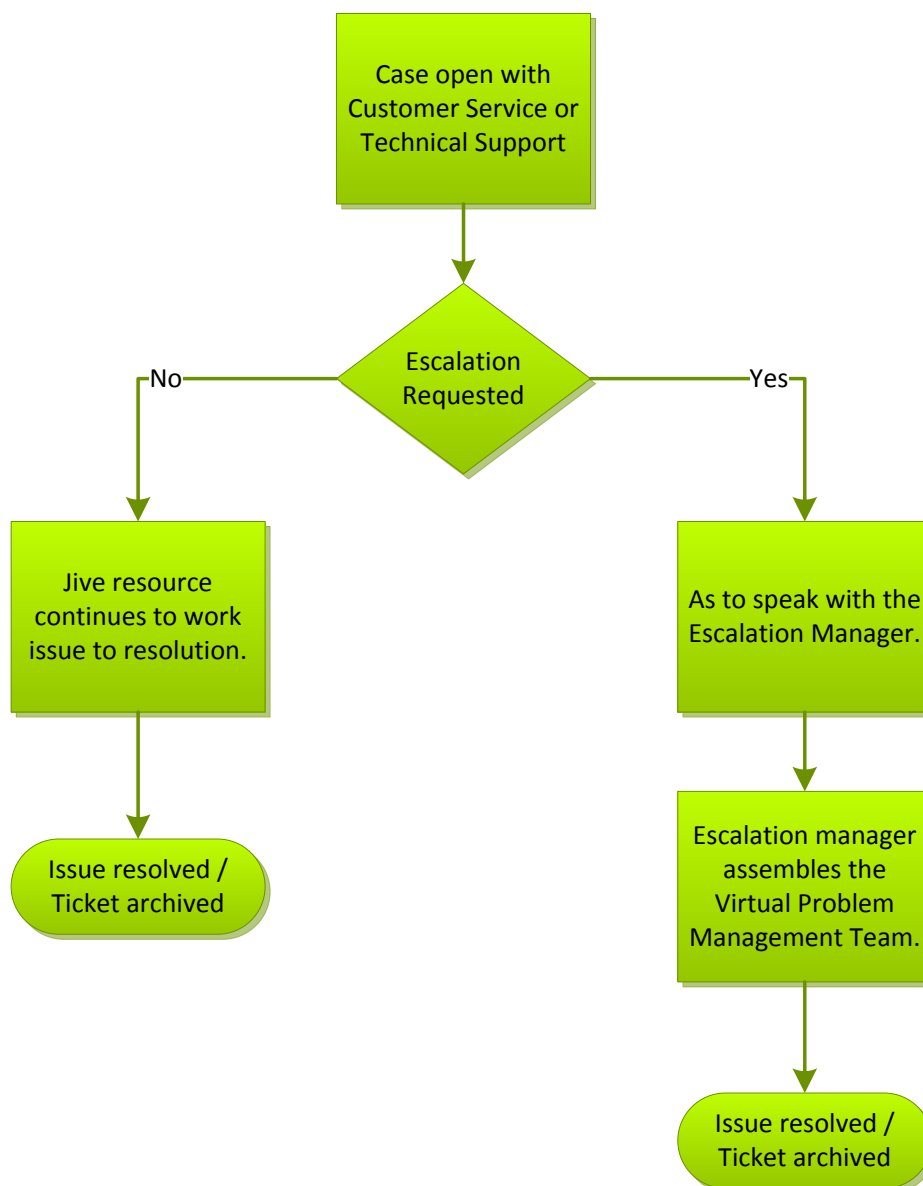
Features

- Consistent problem resolution process
- Formal action planning process
- Specific roles and responsibilities for Escalation Team members
- Active customer participation

Benefits

- Rapid problem resolution
- Improved communication
- Minimal downtime

Escalation Process Overview



When should an escalation be initiated?

For customers and partners who hold a valid support services contract, an escalation may be initiated when, after working through our standard support processes and with our teams, you are not satisfied with the level or timeliness of service you have received. Additionally, an escalation should be initiated when there is tangible impact to your production environment, or there is high risk to the business operations.

What is the process for escalating my case?

The entry point into the Jive escalation process is through your local Technical Support Center. When connected, please ask for the Escalation Manager. Have any relevant case numbers available to help us quickly identify the case owners. Advise the Duty Manager of the situation including what actions you feel are required from Jive, production dates or deadlines that may be adversely affected, and any other anticipated business impact if the case is not promptly resolved. The Duty Manager is empowered to make a judgment on next steps.

However, if the situation is complex and has the possibility of a severe business impact, the Escalation Manager can assign a dedicated Manager who will assume ownership of the problem and become your management point of contact during the escalated condition. This Manager has access to a team of escalation leaders who are empowered to maintain the momentum of resolving the case. These leaders will, where appropriate, engage the right executives within Jive.

What can I expect during an escalated status?

You and your assigned Manager will collaborate and develop a communication plan. As needed, a technical plan of action will be co-developed to ensure resolution of the technical issue. The Manager will update and inform Jive internal stakeholders, including your account team and Jive executives, of case progress. Your assigned Manager works as your advocate internally and will become a virtual member of your own problem resolution team.

What criteria does Jive use for closing my escalation?

An escalation will be considered closed if it meets one or more of the following requirements:

1. The initially agreed upon objectives have been achieved.
2. A satisfactory monitoring period has elapsed without problem recurrence.
3. The escalation has been reviewed and agreement reached to downgrade the case severity level.
4. You have agreed that the issue is resolved.
5. A mutually accountable decision has been made that the issue cannot or will not be resolved and this has been communicated to all parties.

As part of our continuous improvement process, your escalation will be documented and reviewed to help Jive determine the steps that led up to the escalation and how recurrence can be eliminated. If you have any concerns about how your situation is managed, ask to speak to the Director of Customer Experience.