



# Service Guide & Support

® CS GLOBAL IT, Inc



The main goal of this document is to guide how to manage support tickets that have already been opened,

or open new requests within the **CS Global IT Support Platform**.

This document applies to everyone who will consume the Support & Outsourcing service, or **CS Global IT's** Digital and Cloud Platforms.

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# LET'S START?

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Now you and your team can count on **®CS GLOBAL IT**  
to help properly solve everyday technical problems.

24 Hours per day 7 days of the week



# SERVICE CHANNELS

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- ✓ **Per Email** [support@csglobalit.com](mailto:support@csglobalit.com)

By sending an email, your ticket will be opened automatically, and sorted by the Keywords used in the title and body of the email, where it will be assigned to a Support Analyst.



- ✓ **Through Telephone** [+55 11 4380 7760](tel:+551143807760) **Other countries** [+44 20 3519 2009](tel:+442035192009)

You can also **Contact us by Telephone**, to open calls manually, answer questions about services, products and other matters such as your account or financials.



- ✓ **Through Client's Portal** <https://www.csglobalit.com/>

Through our website, you can access the **Customer Portal**, there you can consult all your open and historical technical calls that have already been closed, as well as procedures and clarify doubts through the Chat.

# CLASSIFICATION

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All calls go through a screening,  
before assignment to an **Analyst Within 15 minutes.**

So that your ticket can be accepted, and correctly directed to the service

It is important to pay attention to some details. :

1. SEND IN THE **TITLE**, WHAT IS THE PROBLEM SUMMARIZED.
2. IN THE **DESCRIPTION** or **BODY** OF THE E-MAIL, PUT THE MAXIMUM OF DETAILS YOU CAN.
3. SEND A **SCREENSHOT** WHENEVER POSSIBLE.
4. ENTER YOUR **CONTACT INFORMATION**.

**IMPORTANT**

# CLASSIFICATION

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The following requests are not accepted, classified or considered valid for service requests without the minimum information or as;

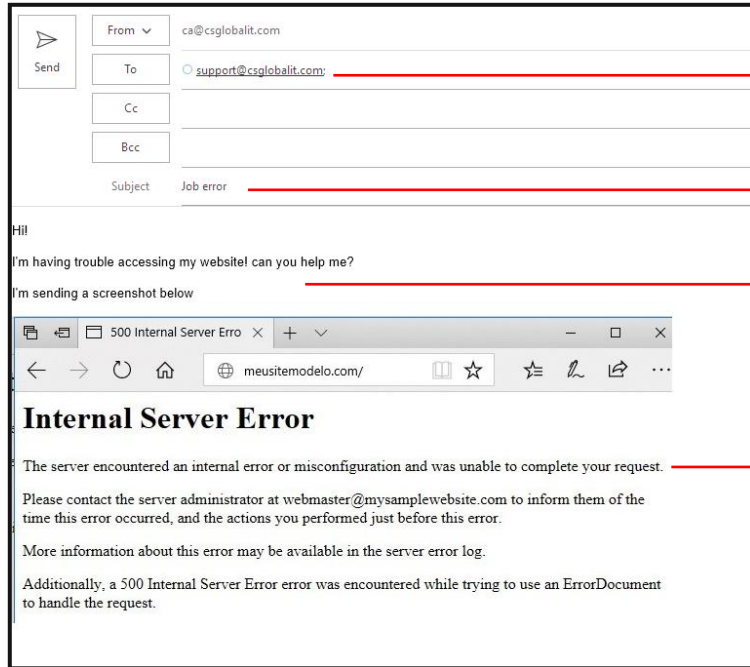
- FORWARD AN E-MAIL TO SUPPORT FOR HISTORY ANALYSIS.
- SENDING A CONTACT REQUEST WITHOUT PROBLEM DESCRIPTION.
- USE OTHER WAYS OF CONTACT WITH THE TEAM, OUTSIDE THE SERVICE CHANNELS.
- CREATING HISTORY OR APPROVALS, OUTSIDE THE CALL OR SERVICE CHANNELS.

\* These rules are used so that your company can have control and history of all team demands, in addition to being able to audit any action performed.

IMPORTANT

# EXAMPLE – HOW TO REQUEST (E-mail)

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Mail

Quick Description

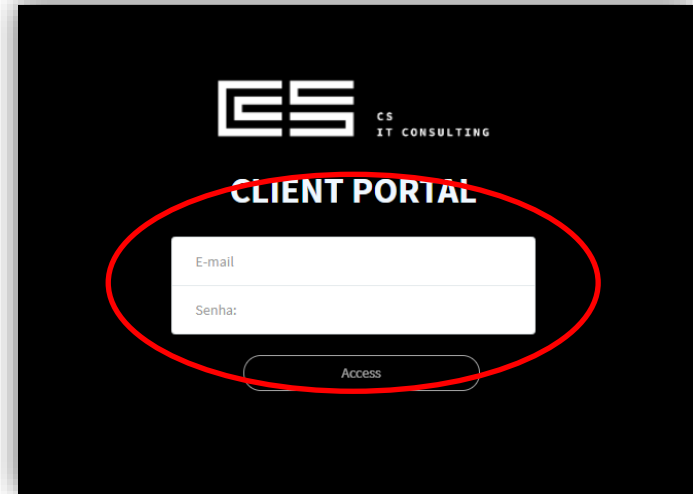
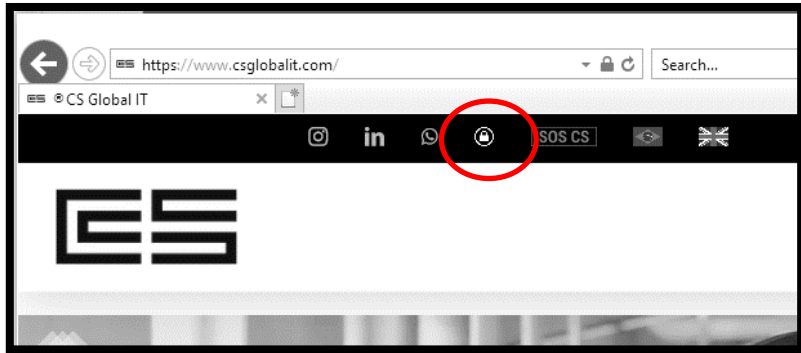
Problem Details

Error image

# EXAMPLE – HOW TO REQUEST (Panel)

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1. Through our Site, Click at “Clients Portal”



2. Enter with your user's email and password



# EXAMPLE – HOW TO REQUEST (Panel)

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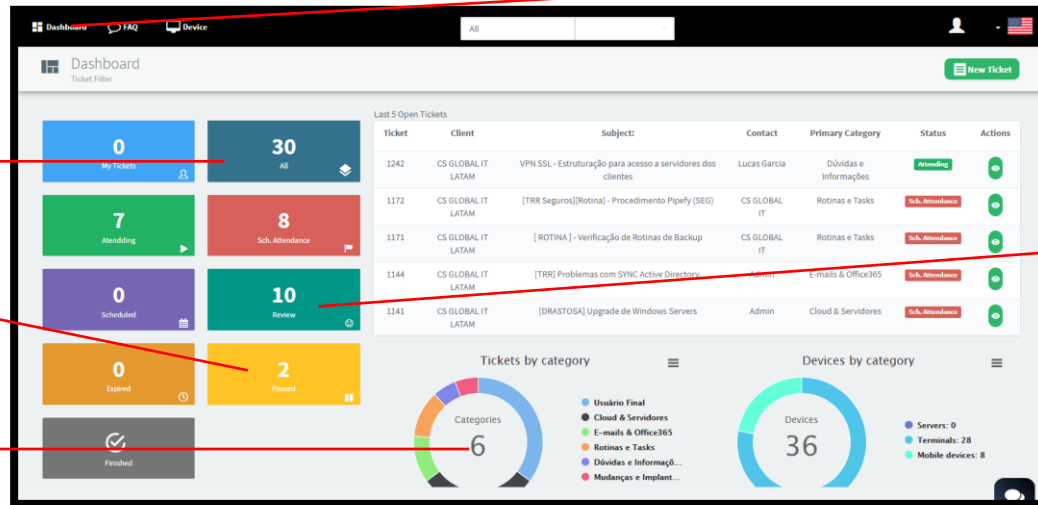
3. At the main screen, you can navigate between the principal menus

Quick access for all options.

All requestes

Important Advices

Indicators and KPIs

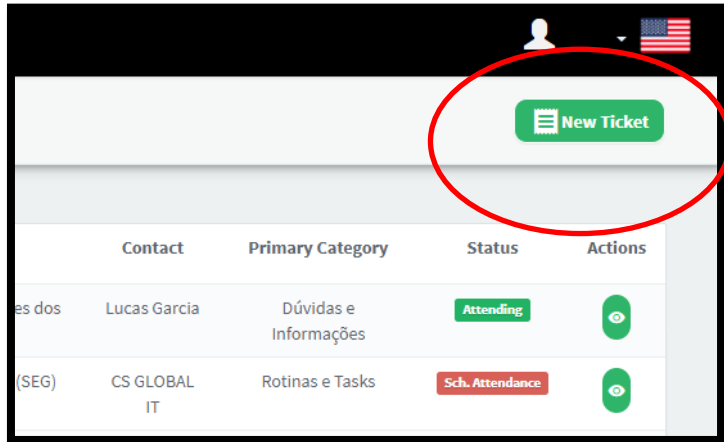


Quick access for tickets and Requests.

# EXAMPLE – HOW TO REQUEST (Panel)

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## 4. New ticket.

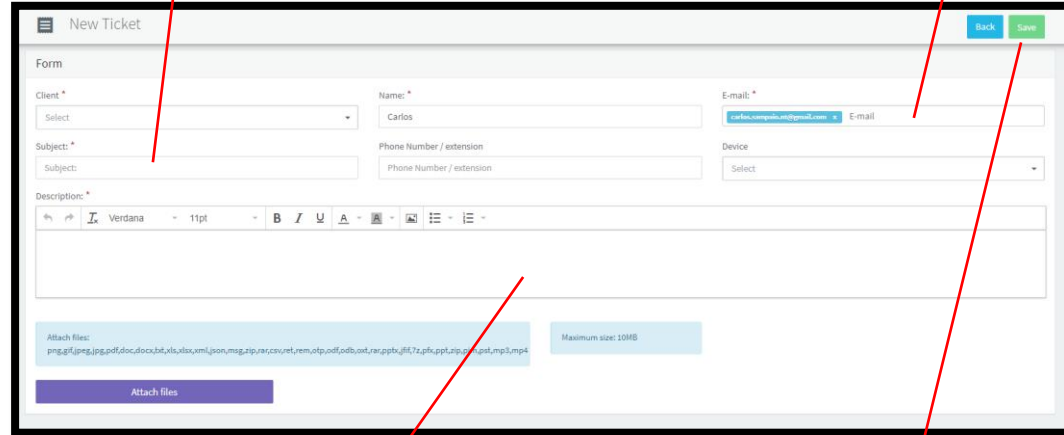


A screenshot of a dashboard interface. At the top right, there is a user profile icon and a US flag. Below them, a green button with a ticket icon and the text 'New Ticket' is circled in red. Below the button is a table with columns: Contact, Primary Category, Status, and Actions.

Contact	Primary Category	Status	Actions
es dos	Lucas Garcia	Dúvidas e Informações	Attending
(SEG)	CS GLOBAL IT	Rotinas e Tasks	Sch. Attendance

## 1. Issue's title

## 3. Will cc someone else?



A screenshot of a 'New Ticket' form. The form has several fields: Client (dropdown), Name (text), E-mail (text), Subject (text), Phone Number / extension (text), Device (dropdown), and Description (rich text editor). There are also 'Attach files' and 'Attach files' buttons. Red arrows point from the text labels to specific fields: '1. Issue's title' points to the Subject field, '2. Describe your problem' points to the Description field, '3. Will cc someone else?' points to the E-mail field, and '4. Send it!' points to the Save button.

## 2. Describe your problem


## 4. Send it!

# CHECK SERVICE DETAILS

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Through the Panel, you can access the Customer Service details and exchanged documents here.



Ticket	Client	Contact	Primary Category	Secondary Category	Technician	Status	Creation date	Date Scheduled	Actions
1247	CS GLOBAL IT LATAM		Does not have	Does not have	Does not have	Sch. Attendance	04/10/2021	Does not have	

\* Within the ticket, select **View**

#1247 test

Client:  
CS GLOBAL IT LATAM

Name:  
[Redacted]

E-mail:  
[Redacted]

Technician:  
Description:  
Test

# REMOTE ACCESS

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Remote Assistance allows a ®**CS Global IT Support** Analyst to view your computer screen, and access it, through a secure connection.

By authorizing the **Remote Assistance Software**, you agree that, during the session, the support professional will be able to view your screen, and have access to open information, on your computer during the session.

Before every session starts, the technician will ask for your authorization in the ticket, and after activating the software installed on your computer, you will be able to **confirm or not**, the beginning of the session.

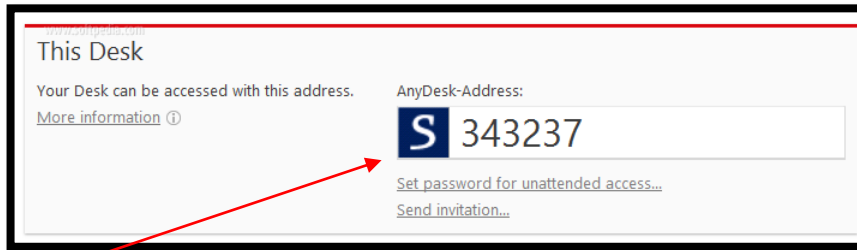
(We recommend that you close all confidential information before starting.).  
All remote sessions are recorded and monitored to maintain quality of care



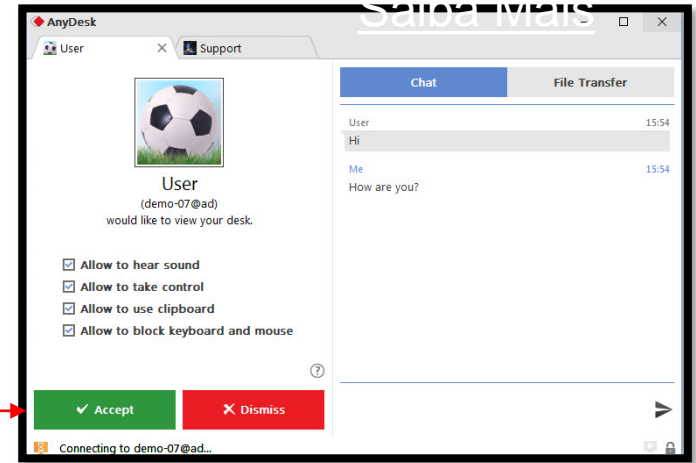
# STARTING THE REMOTE ACCESS

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When prompted, you will enter your machine's connection ID and you can confirm or not, the start of the session.



✓ Pass us your code



✓ Accept

# SERVICE TIME (SLA)

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To know the service times, and resolution **SLA** for Support Tickets  
Check the current SLA contract, active for your company.

You can find it at:

- CLIENT'S PORTAL.
- CONTACTING THE RESPONSIBLE FOR YOUR ACCOUNT IN THE RELATIONSHIP TEAM.
- USING SERVICE CHANNELS.

IMPORTANT

# LEARN MORE

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Learn more about **®CS Global IT**, in our **Customer Service Channels, Website** or **Social Networks**.



<https://www.csglobalit.com/>



<https://www.instagram.com/csglobalit/>



<https://br.linkedin.com/company/csglobalit>

THANK YOU

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