



651.255.5799



support@citsolutions.net



citsolutions.net/support

When calling, live chatting, or emailing:

1. Provide your company name, your name, best call back number, and email address.
2. Describe the issue.
3. When did the issue start?
4. How many people is it affecting?
5. Have any troubleshooting steps been taken by you or us in the past?
6. Are you remote or on-site?
7. Is this impacting any other part of your ability to work today or co-workers/company?

When communicating about existing tickets:

Please provide the ticket number and let our Dispatch Team know if the engineer working with you has requested additional information.

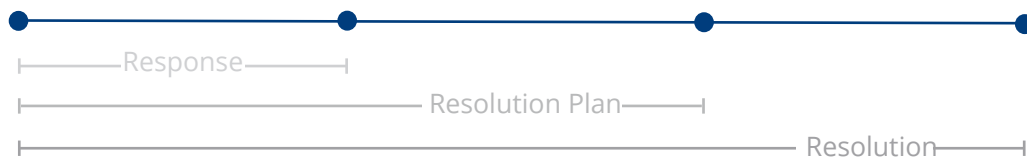
TICKET TIMELINE

Submit ticket via
email, phone, or
chat

Ticket priority
set (see below)

CIT Services
Engineer contacts you

Resolution
reached



CIT RESPONSE (SLA)

Priority	Remediation	Impact	Response	Resolution Plan	Resolution
1	Critical	Over 50% of users	Within 1 hour	Within 2 hours	Within 8 hours
2	Serious	Under 50% of users	Within 4 hours	Within 8 hours	Within 24 hours
3	Standard	Single user	Within 8 hours	Within 24 hours	Within 72 hours