

GradLeaders

Service Request Process

(for schools using GradLeaders Career Center)

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Welcome! This document will help guide you through the GradLeaders Service Request Process.

This Service Request Process document describes the support process for all schools using GradLeaders Career Center. Any questions about GradLeaders Career Center, including requests for training, technical support, reports of a potential defect or feature requests are considered a Service Request. The goals of the Service Request Process are:

- Increase overall responsiveness to our customers' needs
- Improve communication and response times
- Assist our customers in achieving their career services and recruiting objectives
- Report in real time the status of Service Requests using the NetSuite system

Support Team

For consistent support for your day-to-day questions, we use a team approach.

- To initiate a Service Request, submit a support ticket via email to Support@GradLeaders.com. Your Service Request will then be visible to multiple dedicated, qualified customer support associates as well as management.
 - ✓ Support is staffed throughout the day. You don't have to rely on another person's schedule for a response.
 - ✓ Your service request will be reviewed quickly and classified based on complexity (see page 7 for details)
 - ✓ If your Service Request requires escalation, the support team will escalate so you don't have to figure out who to contact.
- For quick questions or updates, submit a request via LiveChat on the [GradLeaders Career Center System support page](#).
 - ✓ If your request cannot be answered or update made within 20 minutes, a support ticket will be created and will follow support ticket guidelines outlined in this document. An example would be adding or modifying a question or answer that can't be done by a school admin.

Included in the Support Team is the next level of support provided by the Customer Relationship Manager (CRM). They will be available to work on more complex Support Requests including system site reviews, scheduled training, data integration/upgrade processes, configurations and other more advanced support (see page 8 for tasks and timelines for common requests).

In addition to the Support Team, you also have a Customer Success Manager (CSM). The Customer Success Team is focused on strengthening the partnership and helping you get the most benefit and utility from GradLeaders products and services.

If there are any questions about who to contact, **start with the Support Team**. They will make sure that your request is routed to the appropriate member of the GradLeaders team.

Support Website & Request Portal

In addition to the Support Team, you have other resources on-demand.

- [NetSuite Portal](#) – shows real-time status of your Service Requests from receipt to resolution. To obtain login credentials, please contact us at support@gradleaders.com.
- [GradLeaders Career Center System support page](#) - houses video tutorials, manuals, and training webinars. Bookmark this page in your web browser for frequent use.
- [GradLeaders Career Center Knowledge base](#) – includes more in-depth instructions and step-by-step guides.

Getting started. All requests for service and technical support should follow this process. *Please refer to the "Making a Service Request" section (page 5) for important information on submitting your initial Service Requests. Once your Service Request has been classified and/or escalated, you will be notified as to the status of your request, generally within one (1) business day. You will be notified at each step of the escalation process according to the circumstances and the type of support required.*

Understanding Service Request classifications. This guide includes a description of each Service Request classification, including:

- 1) the level of support needed (i.e., simple vs moderate vs complex tasks and timelines)
- 2) the specific type of technical support needed (i.e., complex task, potential defect or critical defect)

For each type of technical support listed above, you will find a definition of the classification, followed by a table displaying the steps involved in resolving your Service Request. A description of the task(s) and action(s) required is also presented, followed by columns indicating the

- ✓ Alerts and notifications you will receive, typically in the form of an email;
- ✓ Turnaround time and support commitment.

Have more questions? As always, the Support Team is here to help, just contact us and we are happy to answer your questions.

Making a Service Request

To initiate the Service Request Process, simply send an email to the GradLeaders Support Team at support@gradleaders.com. Emails can be sent from any email client or system (including Outlook, Exchange, Hotmail, Gmail, etc.) and will be used to initiate all requests for training, technical support, feature requests or reports of a potential defect. Your Support Request email will automatically generate a notification by email that your Service Request has been received.

To understand how your Service Request is processed after being opened in NetSuite, please refer to the "Service Request Classification and Escalation" section on page 7.

To initiate the Service Request process for a CRITICAL item, see next page.

Step	Description	Alerts & Notifications	Support Commitment
1	<p>Customer sends an email to support@gradleaders.com</p> <p>Email should include the:</p> <ul style="list-style-type: none"> • NAME of the person making the request. • ROLE being affected: employer/student/admin • DESCRIPTION of the problem and or question • LEVEL of importance (high/medium/low) <p><i>A screen shot of the error and/or affected screen(s) will assist in expediting your request.</i></p>	Customer receives an email that a service request has been created	Immediate

Making a Service Request: Critical

Under normal circumstances GradLeaders reviews all Service Requests within 1 business day. If you have an issue that requires review and classification in an expedited fashion (less than one business day), initiate a Critical Service Request. To initiate the service request process for a critical item, follow the process for a Service Request, indicating the word "CRITICAL" in the subject line of the email message.

A Critical Service Request is a request in which the user is presented with an error preventing the completion of a business process with no possible workaround. The result of the defect may have caused a total failure in the system and/or loss of data. The GradLeaders Support Team will review requests marked "critical" before other requests currently in process. If it is determined to be a Critical Defect, it will follow the process outlined on page 10. If it is not a Critical Defect, it will be expedited on a "best effort" basis, meaning if resources are available it will be expedited. Otherwise, it will follow the simple, moderate and complex timelines as defined on page 8.

Step	Description	Alerts & Notifications	Support Commitment
1	<p>Customer sends an email to support@gradleaders.com including the word "CRITICAL" in the subject line.</p> <p>Email should also include the:</p> <ul style="list-style-type: none"> • NAME of the person making the request. • ROLE being affected: employer/candidate/admin • DESCRIPTION of the problem and or question • LEVEL of importance (high/medium/low) <p><i>A screen shot of the error and/or affected screen(s) will assist in expediting your request.</i></p>	Customer receives an email that a service request has been created	Immediate
2	Service Request: CRITICAL is reviewed and classified by a member of our Support or Technology Team	Client receives an email that the service request has been classified	Classification and verification to occur within four (4) business hours

Service Request – Process and Timelines

The table below shows how your Service Request is processed and classified. See next page for list of common tasks and classifications.

Step	Description	Alerts & Notifications	Support Commitment
1	Service Request is received by the Support Team	Customer receives an email that the Service Request has been received	Day 1
2	Service Request is assigned to a member of the Support Team for review	Customer receives an email that the Service Request has been assigned	Day 1 (within 24 hours)
3.a	[Option 1] Service Request is classified as a Critical Defect	Customer receives email that Service Request has been escalated to the Technology Team as a Critical Defect (see page 11 for resolution of Critical Defects)	Day 1 (within 24 hours)
3.b	[Option 2] Ticket requires more information from the customer	Customer receives email that Service Request needs more information	Day 2
3.c	[Option 3] Service Request is classified as a Defect	Customer receives email that Service Request has been escalated to the Technology Team (see page 9 for resolution of defects)	Day 2
3.d	[Option 4] Service Request is classified as a Simple, Moderate or Complex Task	Customer receives an email that the Service Request has been classified and/or escalated with estimated time to resolution	Day 2
4	Service Request has been answered and/or resolved	Customer receives email asking whether additional action is required	Service Request will be closed after 72 hours if no further action is required
5	Service Request has been closed ¹	Customer receives an email that Service Request has been closed	N/A

Examples of Tasks and Turnaround Times

Simple Tasks

Requires 1-3 business day turnaround

- Adding a new question to a survey (if not available in Admin module)
- Sorting/Changing text on an existing question (if not available in Admin module)
- Creating a rule for an existing question
- Turning a setting on or off
- Assisting in screen message change or email template message change
- Configuring Export for a module or adding an individual question
- Changing the title of a program
- Creating Admin accounts
- Making Dashboard adjustments (example: moving position of widget, changing text, creating a new widget, etc.)
- Making Permission group adjustments (example: adding or taking away a function)

Moderate Tasks

Requires 3-5 business day turnaround

- Module adjustments—including adding and removing questions, sorting changes, text changes, and menu changes
- Permission Groups—including the creation of permission groups (for students, admin, and/or employers) with limited access to modules and certain functionality
- Resume Database Release—including candidate review, dashboard setup, ordering site, product release email
- Status changes—including promotion of Graduated Candidates to Alumni Status
- Data Imports
- Authentication Updates

Complex Tasks

Requires 5-10 business day turnaround

- Set up of a new module for testing –including employment reporting, advising, or workshop modules

Certain support requests are not covered by the service request process guidelines and may incur an additional charge including:

- External system support including:
 - School SSO Authentication changes and issues
 - School data upload system issues
 - Issues with non-GLCC servers or applications
- Custom data extraction queries and reporting including:
 - Custom exports / reports not currently available in GLCC
 - Manual reports run regularly by GradLeaders technical staff
- Data import file preparation such as correcting an import file because format does not match
- Other data clean-up or deletion

Defect – Process and Timelines

A Defect is a flaw within the software application that results in an error message, erroneous data storage, incorrect data output, or a result that does not match the system requirements.

For information regarding Critical Defects which have resulted in complete system failure and/or loss of data, please see page 10.

Step	Description	Alerts & Notifications	Support Commitment
1	Service request has been classified as an application defect following the guidelines of the definition above; verification by the GradLeaders Technology Team required	Customer receives email that service request has been classified as a defect and escalated to the GradLeaders Technology Team	Verification to be completed within five (5) business days
1.a	[Option 1] Defect cannot be replicated by the GradLeaders Technology Team	Customer receives an email that Service Request is no longer classified as defect; additional information needed	N/A
1.b	[Option 2] Defect has been previously identified and is being resolved	Customer receives an email that the defect is a duplicate. Service Request will be closed, however you will receive alerts and notifications regarding the status of the previously identified Service Request/Defect	N/A
2	Defect has been verified and has been assigned to the GradLeaders Technology Team	Customer receives an email that the defect has been verified and assigned to development team with estimated release date	Defect will be scheduled within 15 days in for an upcoming production release
3	Defect fix is installed in production	Customer receives an email that the defect has been fixed and was included in a production release	

Critical Defect – Process and Timelines

A critical defect to the system is one in which the user is presented with an error preventing the completion of a business process with no possible workaround. The result of the defect may have caused a total failure in the system and/or loss of data. Defect is system-wide or affecting a large number of customers.

Total system failures should be reported to: support@gradleaders.com

A system failure means that many users are unable to access GradLeaders Career Center or the CSO System. The email should include a description of the failure, who is experiencing the problem, and the impact. (For example, students receive “An error has occurred on this page as they attempt to log in and view the homepage.” The problem was first reported to our Career Management Office at 9:00 PM.”)

Step	Description	Alerts & Notifications	Support Commitment
1	Service request has been classified as defect following the guidelines above	Customer receives email that service request has been classified as a defect	Classification and verification to occur within four (4) business hours
2	Defect has been verified by GradLeaders Quality Assurance department as a Critical Defect	Customer receives an email that the defect has been verified as a critical defect	
3	Defect is assigned to the development team	Customer will be informed of estimated resolution time for critical defect	As needed for full resolution; typically, within one (1) full business day
4	Defect fix is pushed to production testing environment	Customer receives email that the critical fix is being tested	Critical fix will be installed during regular maintenance window (normally start of business on the day following resolution of defect)
5	Defect fix is installed in production	Customer receives an email that the defect has been fixed in production	