Support Services Guide

Everbridge, Inc.

July 30, 2014

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Everbridge, Inc.
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Everbridge software is covered by US Patents, including Numbers 7,664,233; 7,895,263; 8,149,995; 8,175,224; 8,280,012; 8,417,533; 8,660,240; 13834068; 13834249; and 13834148

CONTENTS

About This Guide iii

Introduction iv
Intended Audience iv
Using Everbridge Documentation v
Contents of This Guide v
Conventions v
Related Documentation vi

Chapter 1 — About Support Services 1

Support Services Overview 2
Support Components 3
Emergency Live Operator Service 3
Support Component Definitions 4
Everbridge Support Resources 5
Everbridge Support 5
Support Specialists 5
Technical Support Engineers 5
Network Operations Center (NOC) 5
Product Engineering Support 5

Chapter 2 — Contacting Everbridge Support 7

Online Support Services 8
Reporting a Problem 8

Opening and Updating Support Cases 9
Case Management 10
Case Description 10
Case Priority Assignment 10
Client Priority 11
Case Notification 11
Case Handling 11
Case Assignment 12
Case Updates 12
Case Resolution 12
Case Escalation 13
Everbridge Escalations 13
Client Escalations 13

Chapter 3 — Notification of Maintenance and Service Advisories 15

Overview 16
Planned Maintenance 17
Minor Maintenance 17
Major Maintenance 17
Emergency Maintenance 17
Unplanned Maintenance 18

Chapter 4 — Quick Reference to Everbridge Support 19

Contacting Support 20
Opening and Updating Support Cases 21
What to Expect When You Contact Support 22

P R E F A C E

About This Guide

The following topics are covered:

- *Introduction*
- *Using Everbridge Documentation*

Introduction

Everbridge is committed to helping our clients to define, achieve, and maintain performance excellence. As part of our commitment, it is our goal to improve the Everbridge services by effectively managing and resolving the technical inquiries of our Clients. The purpose of this document is to communicate the support options and processes and effectively manage service expectations.

The following sections provide information on how to use this guide, and outline any related Everbridge publications.

Intended Audience

This guide is intended primarily for Clients of Everbridge, Inc.

Using Everbridge Documentation

This section:

- Outlines the structure and contents of this guide
- Provides a list of conventions used in the Everbridge documentation set
- Identifies other related documentation

Contents of This Guide

This guide contains the following chapters and appendixes.

Chapter or Appendix	Description
Chapter 1, About Support Services	Describes the technical support components that are available with a support contract.
Chapter 2, Contacting Everbridge Support	Describes the methods to contact Everbridge Support and explains other product support information.
Chapter 3, Notification of Maintenance and Service Advisories	Provides information on planned and unplanned maintenance.
Chapter 4, Quick Reference to Everbridge Support	Provides a quick reference to Everbridge Support.

Conventions

The following table describes the typographical conventions used in this guide.

Convention	Meaning
`Monospace`	Indicates text that should be entered *exactly as shown* (including punctuation) or examples of code. Here is an example of a command line: `# mkdir /somedir`
Bold	Indicates text that must be typed by the user. For example, From the Title field, type **XXX** and press TAB to advance to the next field.
Italic	Indicates one of the following: ◊ A cross-reference. For example, "For more information, see *Related Documentation* on page vi".
NOTE	A note emphasizes information that is of particular significance for the topic under discussion.

Related Documentation

Documentation is provided to help you implement and run the Everbridge system. In addition to this publication, the Mass Notification documentation set consists of the following guides. You can view and/or download the PDF-formatted guides from Everbridge University. Print the PDFs in duplex (2-sided) mode to save resources.

Guide	Description	Intended Audience
Everbridge Suite Everbridge Suite User Guide	The reference source for using the production system. It provides information about the Mass Notification product to enable you to quickly set up configuration options and then use the system.	Administrators and operators
Everbridge Suite Implementation Services Guide	Provides an outline of the tasks stakeholders and account administrators should perform to prepare their organization ready for sending notifications.	Stakeholders and Account Administrators
Everbridge Suite Incident Management User Guide	Provides the information that helps you automate your communication center operations and communication plans.	Account Administrators, Incident Administrators, and Incident Operators (users who will manage incidents and/or manage the communication plan for the organization)
Everbridge Suite Interactive Visibility User Guide	Enables administrators to set up configuration options so that operators can use the Interactive Visibility capabilities.	Administrators and operators, as well as opt-in members of their Member Portal
Everbridge Suite REST Application Programming Interface Guide	Lists the Data Types that are in the REST API (Representational State Transfer Application Programming Interface).	Developers and application programmers
Everbridge Suite SMART Weather Alerting User Guide	Provides information about the SMART Weather Alerting feature to enable you to set up configuration options and then use the system.	Administrators and operators

CHAPTER

1

About Support Services

This chapter describes the technical support components that are available with a support contract.

The following topics are covered:

- *Support Services Overview*
- *Support Components*
- *Support Component Definitions*
- *Everbridge Support Resources*

Support Services Overview

Everbridge offers a full range of technical support components that are available with a support contract. Everbridge support provides access to our highly technical Support team, including phone and email response 24x7x365 access to the Everbridge Client Portal containing knowledgebase, solution documentation, case management resources, and Everbridge University for online, self-paced training courses. Everbridge Support Services is available to clients as part of the Everbridge solution.

Support Components

	Standard Support
Support	◊ 24 x 7 x 365
◊ Live Phone Support	◊ Yes
◊ Email Support	◊ Yes
Everbridge Client Portal	Yes
Initial Response Time	4 hours
Emergency Live Operator Messaging	5 per year

Emergency Live Operator Service

For emergency notifications, where access to the Everbridge solutions via a web browser or mobile application is unavailable, all users can call our Emergency Live Operator Service phone line and a representative will assist you in sending an emergency notification.

Country	Phone Number
USA/Canada	+1-818-230-9797 Toll-Free: 1-877-220-4911
UK	Toll-Free: 0800-098-8273
Germany	Toll-Free: 0800-181-9027

Support Component Definitions

The following table is provided as a reference for common terms and their definitions. The terms are listed alphabetically.

Term	Definition
Everbridge Client Portal	Privileged Web access for the latest service information, support documents, knowledgebase content, FAQs, and case reporting and management.
Initial Response Time	The time in which clients will receive confirmation of receipt of an inquiry, including a case tracking number, and an expectation as to when a resolution or update should be expected.
Support	Get access to the Everbridge Support Representatives and Technical Support Engineers via email or phone. Toll-free numbers are available in the U.S.

Everbridge Support Resources

The Everbridge support team consists of seasoned technical professionals dedicated to helping you optimize your Everbridge solutions.

Everbridge Support

The Support team is your primary point of contact with Everbridge for all technical support issues. The Support team handles the management of your case inquiries within Everbridge until your issue is resolved. The Support team consists of:

Support Specialists

Everbridge solution experts who are able to answer questions regarding product use, service problems, and more. Support Specialists manage and resolve or escalate your technical issues to Technical Support Engineers as required.

Technical Support Engineers

Everbridge solution and technology experts who provide basic to advanced support, and assist work with the Support Specialists to investigate complex inquiries. Technical Support Engineers will manage and resolve or escalate your advanced technical issues.

Network Operations Center (NOC)

For network- and system-related inquiries, if Support is unable to resolve your issue after the initial troubleshooting phase, the issue will be addressed by Everbridge's NOC. The NOC is available 24x7x365 to assist the Support team in resolving client issues.

Product Engineering Support

For product-related support issues, if Support is unable to resolve your issue after the initial troubleshooting phase, the issue will be addressed by Everbridge's Product Engineering support team, which includes engineers who possess an advanced knowledge of the Everbridge solutions.

CHAPTER

2

Contacting Everbridge Support

This chapter describes the methods to contact Everbridge Support and explains other product support information.

The following topics are covered:

- *Online Support Services*
- *Opening and Updating Support Cases*
- *Case Management*
- *Case Escalation*

Online Support Services

Everbridge's Client Portal provides you with convenient, secure access to a growing number of useful resources, including Know on the Go's, knowledgebase content, FAQs, case management, and other product support information. The Client Portal can be accessed at: http://clientportal.everbridge.com.

Reporting a Problem

Support should be contacted for all technical inquiries associated with the Everbridge Solutions. The best method for submitting an inquiry is the Everbridge Client Portal. To best serve our clients' needs, all methods shown below are available to obtain technical assistance. Urgent inquiries must be reported by phone or the Everbridge Client Portal to ensure the quickest response.

Everbridge Solutions	Contact
Everbridge Client Portal	http://clientportal.everbridge.com
Email Support	support@everbridge.com
Telephone Support	U.S./Canada: ◊ +1-818-230-9798 ◊ Toll-Free: +1-866-436-4911
	U.K.: ◊ Toll-Free: 0800-098-8031
	Germany: ◊ Toll-Free: 0800-184-4301

Opening and Updating Support Cases

Outlined below are a few steps you can take, when possible, to make your interaction with Support more effective. The more detail that you can provide about an issue, the quicker the Support team can troubleshoot and resolve the issue.

If you are calling about a new issue, be prepared to:

- Provide your Account name, or the username that you use to access the Everbridge solutions.
- Provide the results of any troubleshooting measures you may have already undertaken, or the steps that can be followed to reproduce the issue.
- Provide as many other details about the issue as possible, including your Broadcast ID, the contact details for any member that may have experienced the problem, and the time that the problem was experienced.

If you are calling to provide or request an update for an existing case, be prepared to:

- Provide your previously assigned Everbridge Case Number.
- Provide any additional details about your issue since you were last in contact with Support.

Case Management

A case will be opened for every technical inquiry made to Support. It is our goal to resolve each case as quickly as possible to restore normal service operation and minimize the impact on our clients' business operations. The case number will be communicated to the Client to be used for tracking purposes.

Case Description

When opening a case, Clients are expected to provide the Support Representative with a description of the incident and confirmation of the services and/or monitors affected.

If a response is needed to meet a deadline, Clients should indicate the target date/time in the case description. We will make best efforts to meet your needs.

Case Priority Assignment

Based upon the case description and urgency, the Support Representative will assign a Priority level during case creation. The Priority indicates the severity of impact of the issue on the Clients use of the Everbridge system.

Priority	Description
Low	◊ Inquiry regarding a routine technical issue; information requested on solution capabilities, navigation, configuration; defect affecting a small number of users. ◊ Minor problem or question that does not affect the quality of contact data, notification initiation and delivery, or notification reporting. ◊ Enhancement requests, missing or erroneous documentation. ◊ Acceptable workaround available.
Medium	◊ Service is operational but partially degraded for some or all users. ◊ Problem with non-critical feature or functionality that does not affect the quality of contact data, notification initiation and delivery, or notification reporting. ◊ Short-term workaround is available, but not scalable.
High	◊ Major functionality is severely impaired or significant performance degradation is experienced. Issue is persistent and affects many users; however, operations can continue in a restricted fashion. ◊ Notification initiation and delivery or notification reporting are experiencing degradation in performance, but are still operational. Does not impact the quality of contact data. ◊ No reasonable workaround available.

Priority	Description
Critical	◊ Critical issue affecting all users, including system unavailability and data integrity issues. ◊ Notifications cannot be sent or the quality of the message has been severely impacted, notification reporting is unavailable, or contact data quality has been compromised. ◊ No workaround available.

Client Priority

In addition to the Everbridge Priority, clients can communicate the priority of the case within their organization by setting the Client Priority field. This field is accessible when submitting or editing cases from the Client Portal, and can be communicated via phone or email. The Client Priority will ensure that Support specialists have an understanding of the importance of the issue to you, and will automatically move the case ahead of other cases submitted at the same time with the same Priority.

Case Notification

Clients can expect to receive notification that a case has been created. The notification will include the case number for tracking purposes, the Support Representative or Queue assigned to the case, a summary of the inquiry, and the Priority level that has been assigned. For phone inquiries, notification of the case creation should occur during the call; however, Clients can request to be sent email confirmation as well.

Case Handling

There are three tiers of support that may be utilized in order to resolve a case.

- Tier 1 is the first level of support, within Support, where the majority of Client inquiries will be resolved.
- Tier 2 is the next level of support, within Support, where cases that require extensive investigation will be resolved.
- Tier 3 is the final level of support, outside of Support, where cases that require resources from the Network Operations Center or Product Engineering teams will be resolved.

Cases will be handled in the order of their Priority, and then in the order in which they were received. Each case will be investigated by Tier 1 and escalated to the next Tier as needed. The following stages of investigation will be completed by each Tier involved in the investigation.

Stage	Response Time	Description	Possible Result
Triage Investigation	4 hours	Within 4 hours of the Case Notification, the inquiry will be investigated to determine if the case can be handled within the current tier, or if the case needs to be escalated.	Case Resolution Case Escalation Case Assignment
Extended Investigation	1 day	Within 1 day of the case assignment or escalation, the Client will be updated with the status of the inquiry.	Case Resolution Case Escalation Case Update

Case Assignment

After a case has been created, a Support Representative will be assigned to investigate the inquiry based on availability and skill level. Support Representatives will research each case by searching the online help, and past case resolutions. If further research is required, the Support Representatives will troubleshoot the problem.

Case Updates

At each stage in the investigation of a case, the Client will be updated with information on what has been done to investigate the inquiry, what findings have been made, what further investigation needs to be done, and an estimated time to resolution. Once an estimated time to resolution has been provided, the Client will be updated again when the case has been resolved, the case is escalated to another Tier, or if a modification to the estimated time to resolution is required.

Case Resolution

A case will only be closed when the Client has agreed that the inquiry is resolved. A resolution is typically one of the following: an answer to the Client's question; a suggestion on how to perform a particular task; an acceptable workaround to a product issue. A case can be re-opened at any time if further investigation is required.

Case Escalation

There are two types of case escalation.

Everbridge Escalations

A case will be escalated to the next tier of support depending upon the complexity of the investigation or the Priority assigned to the case. When a case escalation occurs, the Client will be updated and the case will be handled according to the Case Handling process described earlier.

Client Escalations

Clients may request that a case be escalated if the subject of the request involves a system critical issue, an extremely complex problem, or an unreasonable amount of time has elapsed with no resolution.

Clients may also escalate a case if they do not think the Priority of the case was set correctly.

To escalate a case, the client should call Support and ask to speak with the Support Manager. Please specify the Case Number, and the reason for the escalation request. If not available immediately, a manager will respond as soon as possible.

CHAPTER

3

Notification of Maintenance and Service Advisories

This chapter provides information on planned and unplanned maintenance.

The following topics are covered:

- *Overview*
- *Planned Maintenance*
- *Unplanned Maintenance*

Overview

Everbridge strives to maintain the highest levels of performance and availability of our services as possible. There are occasions, however, when the service must be interrupted for planned or event-driven maintenance. Everbridge tries to minimize the impact by providing notification of the changes to be made in advance of the planned maintenance, or as quickly after event-driven maintenance as possible.

Planned Maintenance

In an ongoing effort to continually improve the Everbridge solutions, maintenance windows may be scheduled in order to implement updates, or perform maintenance on our systems. Planned maintenance falls into three categories; Minor, Major and Emergency.

Minor Maintenance

Changes to the solutions/services that will not impact clients, or have a very low risk of impact to clients. Minor maintenance is scheduled during business hours in Pacific Time. Minor maintenance, which has any risk of impact to clients, will be posted in a Service Advisory in the Client Portal at least 2 business days prior to the planned maintenance window. Service Advisories will not be posted for Minor maintenance which has no risk of client impact.

Major Maintenance

Changes to Everbridge solutions/services that are expected to have an impact on the performance, availability, or functionality. Major maintenance is scheduled outside of business hours in Pacific Time. Major maintenance will be posted in a Service Advisory to the Client Portal at least 10 business days prior to the planned maintenance window. If the change modifies the functionality or use of web services, where clients will need to make code modifications to support the change, a Service Advisory will be posted to the Client Portal and emailed to all Aware Organization Leaders and Mass Notification Account Administrators at least 30 days prior to the planned maintenance. In addition, clients will be provided access to a staging environment to make and test any required changes on their end.

Emergency Maintenance

Changes that are required in order to prevent an interruption in the performance or availability of our solutions/services. Emergency maintenance is performed on an *as-needed* basis with approval from the Everbridge Senior Operations Management team. Emergency maintenance will be posted in a Service Advisory to the Client Portal as soon as the change has been approved.

Standard operating procedure is to make changes to our secondary environment first, and then point to that environment while the primary environment is updated. This ensures that changes do not result in system unavailability for our clients. If, however, maintenance is expected to result in an interruption in portal access or broadcast messaging, the Service Advisory will also be sent via email to all Aware Organization Leaders and Mass Notification Account Administrators.

Release Notes will be referenced in Service Advisories for any product release that results in existing functionality being modified in any way.

Unplanned Maintenance

Everbridge has implemented a strict Change Control process in order to reduce the occurrences of unplanned maintenance. On occasion, however, Everbridge may experience an event-driven interruption in the performance or availability of our solutions/services. The Everbridge Network Operations Center and Quality of Service teams have extensive monitoring in place to identify these interruptions quickly, in an effort to minimize the impact of such events. If unplanned maintenance occurs, Everbridge will post a Service Advisory to the Client Portal as soon as the event is identified. The Service Advisory will be updated as the event is investigated and/or resolved. If the unplanned maintenance results in an interruption in portal access or broadcast messaging, the Service Advisory will also be sent via email to all Aware Organization Leaders and Mass Notification Account Administrators.

CHAPTER

4

Quick Reference to Everbridge Support

This chapter provides a quick reference to Everbridge Support.

The following topics are covered:

- *Contacting Support*
- *Opening and Updating Support Cases*
- *What to Expect When You Contact Support*

Contacting Support

Support should be contacted for all technical inquiries associated with the Everbridge Solutions. To best serve our clients' needs, the methods shown below are available to obtain technical assistance. Urgent inquiries must be reported by phone or the Client Portal to ensure the quickest response. Knowledgebase content and frequently asked questions (FAQs) are available online at the Everbridge Client Portal.

Everbridge Solutions	Contact
Everbridge Client Portal	http://clientportal.everbridge.com
Email Support	support@everbridge.com
Telephone Support	U.S./Canada: ◊ +1-818-230-9798 ◊ Toll-Free: +1-866-436-4911
	U.K.: ◊ Toll-Free: 0800-098-8031
	Germany: ◊ Toll-Free: 0800-184-4301
Emergency Live Operator Notification Line	U.S./Canada: ◊ +1-818-230-9797 ◊ Toll-Free: 1-877-220-4911
	U.K.: ◊ Toll-Free: 0800-098-8273
	Germany: ◊ Toll-Free: 0800-181-9027

Opening and Updating Support Cases

Outlined below are a few steps you can take, when possible, to make your interaction with Support more effective. The more detail that you can provide about an issue, the quicker the Support team can troubleshoot and resolve the issue.

If you are calling about a new issue, be prepared to:

- Provide your Account name, or the username that you use to access the Everbridge solutions.
- Provide the results of any troubleshooting measures you may have already undertaken, or the steps that can be followed to reproduce the issue.
- Provide as many other details about the issue as possible, including your Broadcast ID, the contact details for any member that may have experienced the problem, and the time that the problem was experienced.

If you are calling to provide or request an update for an existing case, be prepared to:

- Provide your previously assigned Everbridge Case Number.
- Provide any additional details about your issue since you were last in contact with Support.

What to Expect When You Contact Support

Everbridge Support is staffed 24x7. If for some reason Support cannot take your call, someone will return your call within 2 hours. Support will work with you to obtain as much troubleshooting information as possible, open and assign a Priority level to your case, then proceed with additional troubleshooting activities as necessary. For complex inquiries, Support may need to escalate your ticket to an engineer in Everbridge's Product Engineering organization. Support will set your expectations as to when you will receive the next update on your case. If an expected update time frame is not known, you will receive updates on your case daily.