

Customer Service

Escalation Procedure

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1.0 Target Audience

The Escalation Procedure is targeted at people who install and program C-Bus. This procedure is to be used as a guide, to ensure that C-Bus installers and programmers know the steps that must be taken to efficiently use Clipsal Integrated Systems' Technical Support department.

2.0 Overview

Due to the wide range of Clipsal products and the variety in which these products are applied and installed, it is generally accepted that site issues will occur at times. This Escalation Procedure is designed to increase customer satisfaction with resolving problems on site, both quickly and effectively.

It is not the intent of Clipsal Integrated Systems to run other people's businesses. It has been recognized however, that in many instances Technical Support has been contacted too late. Installers of Clipsal products generally have most of the necessary skills to allow self-sufficiency, when installing the products.

2.1 Call Centre Details

To contact Technical Support, please use the contact methods below.

- Phone: 1300 722 247 (toll free within Australia)
- Phone: 0800 888 219 (toll free within New Zealand)
- Phone: +61 8 8345 9544 (for international callers)
- Email: techsupport.cis@clipsal.com.au

The Call Centre operates between 7:00 AM and 6:00 PM, Monday to Friday (excluding public holidays), GMT +9.30 (Adelaide, Australia).

2.2 Resources

Using the escalation procedure, the following resources are available to diagnose a C-Bus network. The available resources are: -

- C-Bus Analysis
This document can be used to develop an individual's diagnostic skills. This handbook should be used by all C-Bus installers and programmers, in an attempt to solve problematic C-Bus installations without the help of Technical Support.
- Single Network Analysis Form
This document will assist a C-Bus installer or programmer to ensure the fundamental C-Bus operating requirements have been met. It is expected that the cause of the problem may be identified using this document.
- Multiple Network Analysis Form
This document assists a C-Bus installer or programmer to ensure the fundamental C-Bus Networking requirements have been met. It is expected that the cause of the problem may be identified using this document.

3.0 Escalation Procedure

The Escalation Procedure covers all the processes involved with the rectification of unexpected behaviour, including: -

- the initial identification
- reporting of system details
- resolution of the identified behaviour
- technical support reports.

The responsible party of the installation should at all times manage the processes to ensure the installation is finished by the required deadline. For this reason, parties must maintain realistic views regarding progress of design, installation, programming and debugging (if required).

An installer or programmer is expected to contact Technical Support promptly, once it is evident that a problem exists with an installation. This may affect the handover date. The elapsed time period is the responsibility of the installer, keeping in mind critical milestones in the project. Adequate time must be allocated for all stages of a project, and all parties should maintain a mature and realistic attitude in recognising any constraints that may apply to an installation.

Note: On occasions, not all steps in this procedure will need to be followed as the behaviour may be rectified in earlier steps.

3.1 Unexpected Behaviour Identification

This is the point at which you realise the site does not seem to be functioning as expected. Upon this realisation you will attempt to solve the problem on your own.

You will utilise the skills previously acquired through training or installing these types of systems, to determine the nature of the unexpected behaviour. The behaviour may be: -

- installation based
- hardware based
- programming based.

3.2 Attempt To Resolve Unexpected Behaviour

At this point, the installer's or programmer's diagnostic skills and C-Bus experience are used to resolve the identified behaviour. To adequately perform basic diagnostics, refer to the C-Bus Analysis document (see Section 2.2).

The amount of time available to fix the unexpected behaviour, is a decision which must be made by the installer or programmer. This decision will consider the expected completion, client concerns, the seriousness of the site shortcomings etc.

It is imperative that time is managed closely. A certain amount of time would have been allocated for commissioning, which would include debugging and network analysis etc. Do not assume Clipsal Integrated Systems can or will solve all your site issues immediately.

Due to the sophistication of the C-Bus system, time must be allowed for: -

- review of C-Bus programming, including Touch Screens, Logic, Schedule Plus etc
- sending spare parts for product replacements
- organising a suitable time for a site inspection from a Clipsal Integrated Systems representative.

This all takes time.

To speed up the process of rectifying the unexpected behaviour, it is strongly recommended that a basic level of diagnostics be carried out before calling Technical Support. This will ensure that accurate answers can be given, in response to the questions that the Technical Support Officer asks.

It is important to note all the symptoms you are experiencing with your problems, including: -

- a site overview
- what the problem is
- when the problem was noticed
- what are the triggers or causes of the unexpected behaviour?
- is it a hardware or software problem?
- any other relevant information.

This information has prepared the installer or programmer for the next step in the Escalation Procedure.

3.3 Contact Technical Support

This is the point at which the installer or programmer realises that rectifying the problem will require consultation with Technical Support. Upon calling Technical Support (see Section 2.1), the installer or programmer is prompted by an automated phone menu, which lists various areas of support. These areas are:

- C-Bus
- Home Safe Security Panel
- StarServe
- HomeGate & Schedule Plus
- C-Gate Server
- C-Bus Wireless
- Medilec
- Other.

Once a selection is made, the phone call will be directed to the first available Technical Support Officer that is able to assist with the issue. State all of the discovered details to allow the Technical Support Officer to diagnose the problem.

It is expected that in most cases, an identified problem will be rectified in the initial consultation.

3.4 Open the Escalated Case

If the unexpected behaviour is not rectified within a desired amount of time (dependant on customer needs, handover date or the severity of the shortcoming), then the installer or programmer is encouraged to take initiative in escalating the urgency of the case.

To do this call the Call Centre Supervisor on (08) 8345 9544. The Call Centre Supervisor will assign a Case Number to the problem, and then provide the installer or programmer documentation which must be completed. The documentation includes: -

- Single Network Analysis Form
- Multiple Network Analysis Form.

The Single Network Analysis Form asks various questions regarding the problematic C-Bus network. When experiencing problems with a number of C-Bus networks, the Single Network Analysis form must be filled in for each problematic network.

The Multiple Network Analysis Form asks questions regarding the installation as a whole. This asks specific C-Bus networking questions. If the site does not have multiple C-Bus networks, then this form is not sent to the installer or programmer.

3.5 Complete the Analysis Forms

Once the installer or programmer has received the Single Network Analysis and Multiple Network Analysis Forms, Technical Support requests that the forms are filled in accurately and promptly. This ensures minimal delays in the rectification of the unexpected behaviour. Once the forms are completed, send them back to the Call Centre Supervisor.

From this point on the problem is escalated, and all correspondence is logged by Technical Support. A copy of this document can be provided upon request.

Important: If the rectification of the unexpected behaviour is urgent, then this **MUST** be brought up with the Call Centre Supervisor. This allows the case to be escalated directly to the Commercial Projects Division, for analysis.

3.6 Assign a Fixed Point Of Contact

Once the Analysis Forms are returned to the Call Centre Supervisor, the installer or programmer is assigned a fixed point of contact. The dedicated Technical Support Officer will then work on the case until the unexpected behaviour is rectified.

3.7 Dedicated Analysis

Once a Technical Support Officer has been assigned the case, the installer or programmer is expected to assist in the diagnostics as instructed by the Technical Support Officer.

If the unexpected behaviour has not been rectified within 3 working days of the initial escalation of the site, the case will be escalated again to the Commercial Projects Division of Technical Support.

3.8 Escalate to Commercial Projects Division

Once a case has been escalated to the Commercial Projects Division of Technical Support, a dedicated team of Technical Support Officers will be assigned to the case, performing advanced diagnostics to rectify the unexpected behaviour.

A Clipsal Integrated Systems Representative is likely to arrange a site visit with specialised diagnostic tools.

3.9 Unexpected Behaviour Rectification

The unexpected behaviour is now rectified. The appropriate Technical Support Officer writes a Site Report, and issues it to relevant parties.

3.10 Close the Case

Two working weeks after the Site Report is issued, the Call Centre Supervisor contacts the installer or programmer to ensure the site has been rectified. Following this contact, the case will be closed.

Note: If the unexpected behaviour occurs again within a two week period, contact the Call Centre Supervisor to reopen the case.

