



# SUPPORT PROCESS DOCUMENTATION

A guide for Dicker Data  
Microsoft Resellers

# SUPPORT PROCESS

**Please note:** This support process is for Dicker Data Microsoft Resellers Only. End Users cannot contact Support directly.



## Information required to raise a case

- Reseller Contact name
- Reseller Phone Number
- Reseller Email
- Tenant Name
- Tenant ID
- Domain name

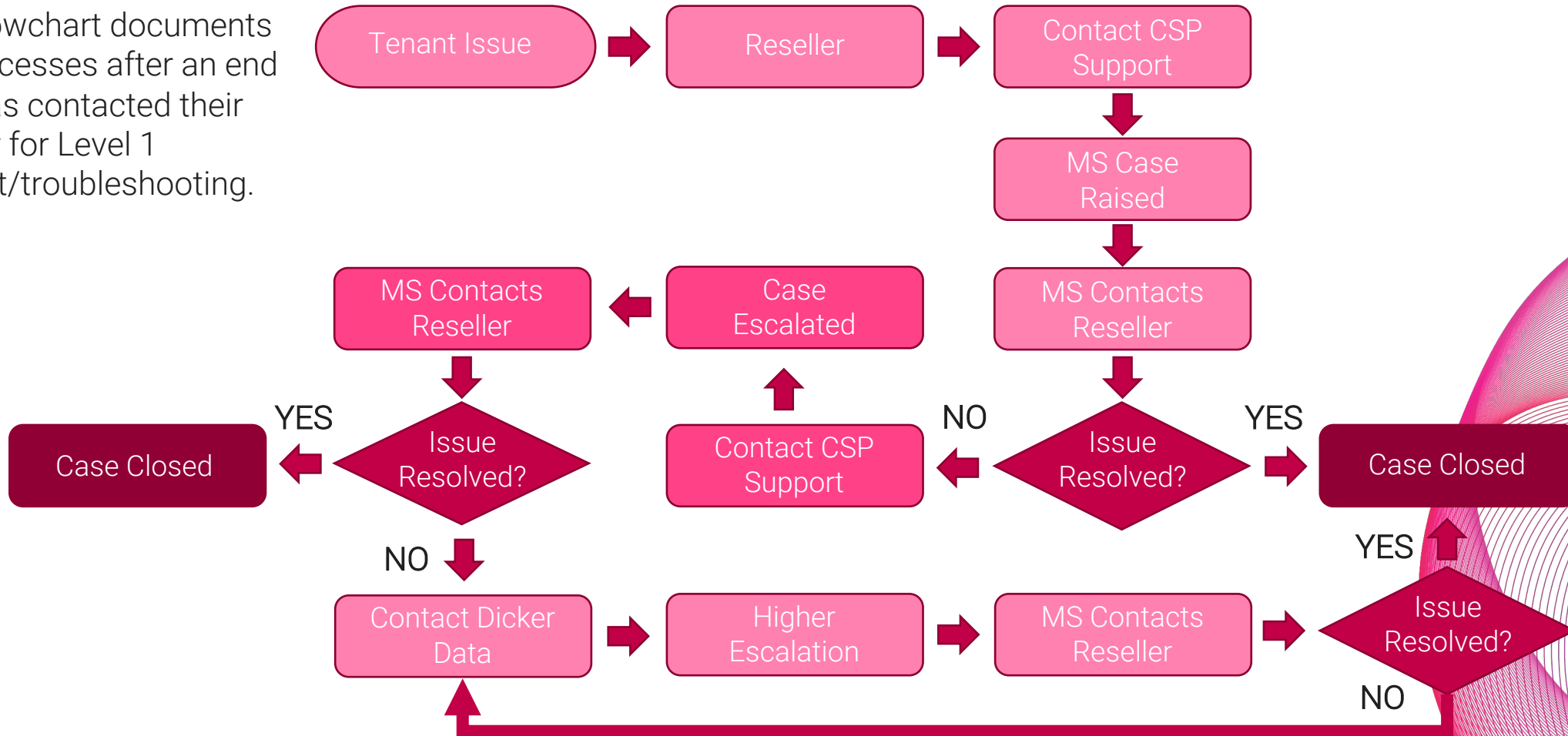


## CSP Support

- Business Hours Monday to Friday (8.30am - 5.30pm) – Email ([support@cspsupport.co.nz](mailto:support@cspsupport.co.nz)) and Phone (0800 DICKER)
- After hours, Weekends and Public Holidays - Phone Only (0800 DICKER)

# SUPPORT PROCESS FLOWCHART

This flowchart documents the processes after an end user has contacted their reseller for Level 1 support/troubleshooting.





# ESCALATION INFORMATION

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You MUST provide below information for escalation:

- MS Ticket
- Tenant name
- Domain
- Issue
- Product (If applicable)
- Contact person
- Phone number
- Email address

# ESCALATION INFORMATION

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- How are the users in your environment using the product/technology directly related to the design limitation and what are its business impact? (Mandatory)
- Is this blocking any deployment? (Mandatory)
- How are users in your environment using the product/technology directly related to this issue?
- What functionality are you attempting to provide and why are you using your current approach?
- How is the problem keeping you from performing specific business functions? (if the problem is not resolved)
- How would you rate the impact that this issue has on your business? Use the following guidance when choosing your answer
  - Less than a hundred users affected once a week
  - Medium: Hundreds of users affected several times a week
  - High: Thousands of users affected several times a week
  - Critical: Day to day business is blocked or significantly impacted

# ESCALATION INFORMATION

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- In a few sentences, please explain the overall impact this issue has on the business.
- What is the problem's frequency and probability?
- Number of users/machines impacted (**Number**):
- What current workarounds are in place, and why are they not acceptable/optimal?
- If there are additional circumstances or notes you wish to provide regarding this problem that are not covered by the answers to the above questions – what are those?

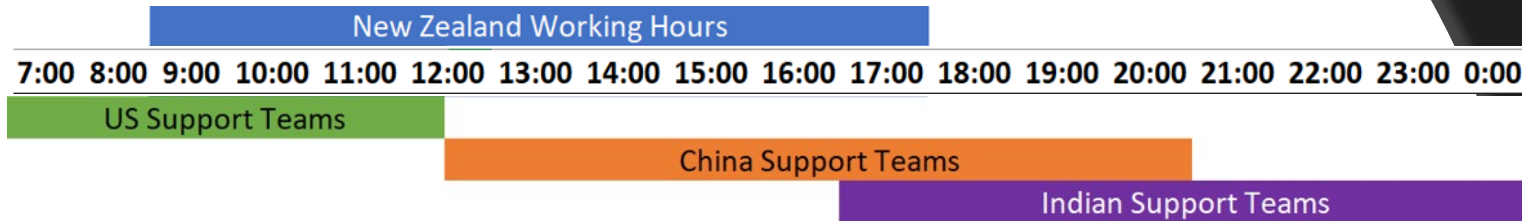
**Please note:**

Once the case is picked up by Microsoft Support, the teams at CSP Support and/or Dicker Data do not have visibility until queried.

# SUPPORT

## Microsoft Support Approach for New Zealand

- Due to New Zealand location, we are supported by three Microsoft support regions as seen below.



- Microsoft Premier Support has a “first-responder” approach to incident response. Microsoft will provide assistance as soon as possible, based on the severity level of the case being raised. However, this may result in on-going support of the case being in a support region that may not be aligned to the New Zealand business hours of Monday – Friday from 9 am to 5 pm.

## Recommendations

- Always look at the Microsoft Engineer’s signature to determine if their working hours align with your working hours. If they do not, you can always request that the case be moved to a team that better supports the New Zealand Working hours.



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