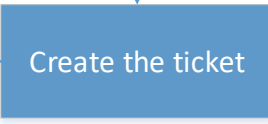
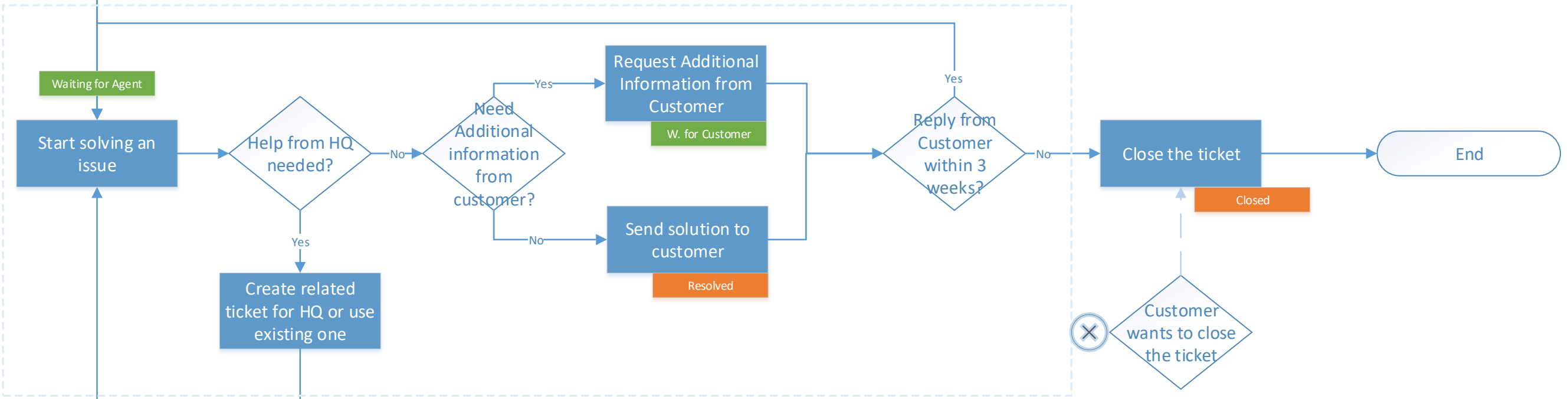


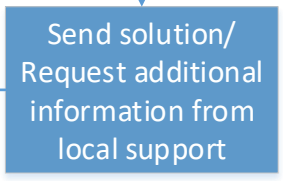
Customer



Partner's Premium Support Specialist



HQ's Premium Support Specialist



Customer

Ticket via webform

Call & other sources

Ticket exists?

Yes

No

Create the ticket

Waiting for Agent

Start solving an issue

Help from HQ needed?

Solving

No

Need Additional information from customer?

Yes

Request Additional Information from Customer

W. for Customer

No

Send solution to customer

W. for Customer

Reply from Customer within 3 weeks?

Yes

No

Close ticket

Closed

End

Customer wants to close the ticket

Partner's Premium Support Specialist

HQ's Premium Support Specialist

Returned from HQ

Waiting for HQ

Send solution/
Request additional information from local support