

OAG Customer Support **Getting Help – Customer Reference**



OAG Provide 24x7 Support for Critical Incidents and business hours support for non-critical issues and requests.

Priority	Incident Description
P1	Service totally unavailable, multiple customers cannot work
P2	Major problem with critical functionality
P3	Minor issue with functionality

Opening a Support Case Through Multiple Channels

www.oag.com/support Priority 1-4	Online registration to “Manage My Cases” P1 Ticket Creation (24x7 Callout) View, Manage, Update cases, Increase Priority	For all issues, requests & only channel for P1 Issues. P1 priority linked to 24x7 on-call. Immediate response, 24x7 Until Resolution
support@oag.com Priority 2-4	Automatically creates a case from email Default P3 Business Hours response	For all requests & non-critical issues. Business hours responses. For ongoing comms on any open issue. Changes to priority in business hours
Phone Priority 3-4	Attended in business hours	For non urgent issues & business hours responses. The phone may be answered real time, or responding to voice messages periodically during business hours