



# Preferred Technical Support for Viavi Instruments

Priority product technical assistance with service level agreements (SLA)

Preferred technical support maximizes workforce productivity by delivering valuable assistance with priority access. Viavi technical assistance centers (TAC) provide consultative expertise that helps you improve efficiency and achieve better results when employing our products and solutions. Complete, industry-leading application and operational assistance helps users: interpret results and measurements; verify configurations and operational performance; set up; and, execute test and troubleshooting procedures based on industry-standard and best-practice methodologies. Viavi support engineers also help implement product-update processes.

Viavi provides local tier 1 support and responses to requests within 2 business hours. When needed, tier 2 and 3 level support is available to address more complex issues. A web-based case management tool set gives customers instant online and mobile access to Viavi technical support cases and our knowledge base to make collaborating with Viavi product and technology experts easier than ever:

- End-to-end case management with TL 9000-compliant ticketing
- Online case submission and tracking
- 2-hour response time (local business hours) with multistage escalation



## Preferred TAC Benefits

- Eliminate testing delays and unnecessary downtime
- Improve productivity with faster response times and SLAs
- Optimize product setups and configurations
- Ensure solution performance and capabilities in real time

## Global Technical Assistance Center Services

- Call experts are knowledgeable in product capabilities, testing, and results interpretations
- Get quick product update assistance
- Access technical support to troubleshoot and document product failures

## Customer Service Portal

- Submit and track problem tickets, order status, and request RMAs
- Access and browse an extensive knowledge base
- Available 24/7 for after business hours support

# Technical Assistance Centers

Friendly, knowledgeable experts in our technical assistance centers provide critical phone and portal/online support. They have a deep understanding of your applications, technologies, and products and are ready to answer your questions and address requests during local standard business hours, often in your local language.

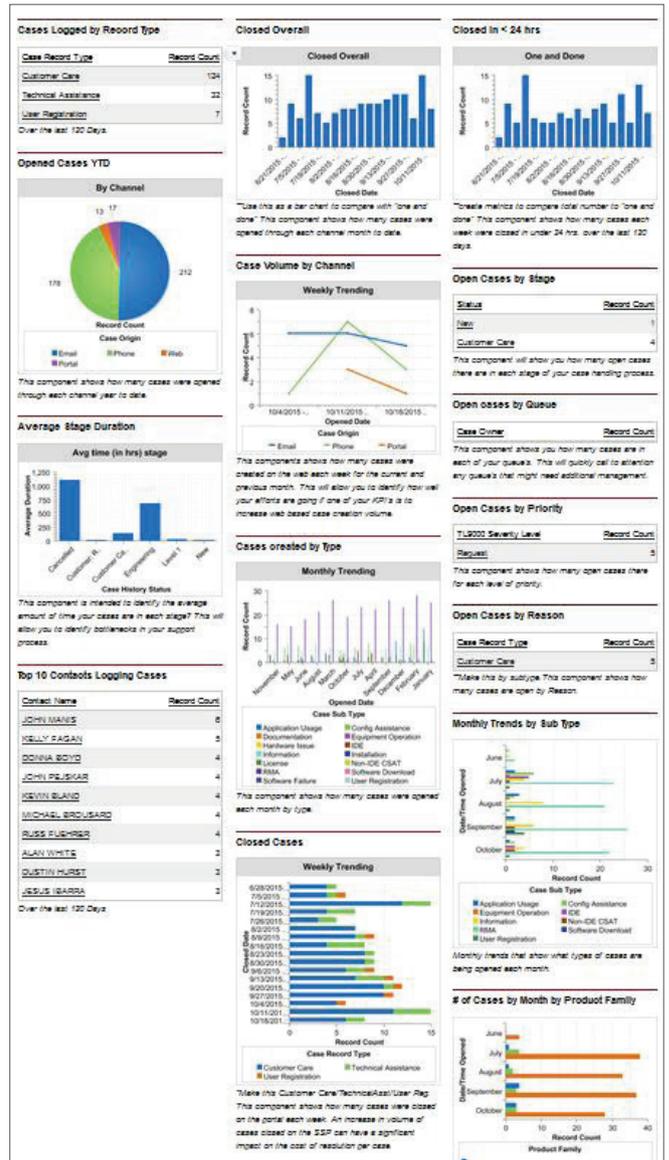
Technical support is a vital component of the Viavi service offering. This differentiated assistance improves response times and provides full end-to-end problem ticket case management and operational assistance support to drive a business' testing capabilities to improved performance levels.

# Preferred Technical Support

Viavi provides a priority PIN for each account to ensure next-in-line assistance should a technician call during peak times. When a Preferred customer is placed in an on-hold queue after the designated answer time, the user enters their PIN and is placed at the top of the queue. This provides a better overall response time, improving the productivity of your field technical staff. This Preferred priority handling stays with the call or ticket from start to restoration or resolution.

A major benefit of Preferred technical support is regular reporting and account-level review of each technical support call or ticket. Viavi staff pulls reports and designated customer contacts before a regularly scheduled meeting and reviews the SLA results. This meeting provides trends and observations that lead to insightful results that drive business improvements. Product improvements, identification of training needs, and testing process changes are some of the results that Viavi customers can experience.

Preferred support is an account-level entitlement. Many technical support agreements are instrument or solution-level entitlements, requiring customers to provide serial numbers for authorization, verification, and even costing. An account-level program covers all of an account's instruments and is based on the amount and type of technical assistance provided.



A Preferred technical support dashboard

## Support Response Times

TAC Coverage Plan	Times Covered*	SLA	Critical		Major		Minor		Request	
			Response Time	Restoration Time	Response Time	Resolution Time	Response Time	Resolution Time	Response Time	Resolution Time
Primary	8 – 5	No	Best effort	Best effort	Best effort	Best effort	Best effort	Best effort	Best effort	N/A
Preferred	8 – 5	Yes	2 hr	24 hr	2 hr	60 days	2 hr	180 days	2 hr	N/A

\* Local business hours



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To reach the Viavi office nearest you, visit [viavisolutions.com/contacts](http://viavisolutions.com/contacts).

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