

A guide to ZNetLive Support Services for



Table of Contents

Introduction	3
Key Features.....	4
Support Plans	5
Silver Plan.....	5
Gold Plan.....	5
Support Services Details	6
SUPPORT TEAM.....	6
TOOLS SUPPORT.....	7
ADD-ON SERVICES.....	7
Ongoing Support	8
Backups	8
Patching of the OS (Applicable for Gold plan customers).....	8
Account Reviews (Applicable for Gold plan customers).....	8
Monitoring (Applicable for Gold plan customers)	9
Migration Assistance.....	9
Escalation to AWS	9
AWS Services Supported.....	12
ZNetLive Support Services	16
Who can create support ticket at ZNetLive?	16
Steps to raise a new support ticket	17
ZNetLive Support Process Overview	22
Technical support team (Level 1).....	23
Technical support team (Level 2).....	23
Technical support team (Level 3).....	23
Escalation Matrix	23
Create Sub-users.....	24
Add a New Sub User Account	24
Edit a Sub User Account.....	25
Delete a Sub User Account	25
About ZNetLive	26

Introduction

Amazon Web Services (AWS) is a reliable cloud services platform, providing database storage, compute power, content delivery and various other functionalities to help businesses scale and grow.

But for many businesses, managing the complete AWS environment from migration to onboarding is a tough challenge. They face issues like:

- Lack of technical expertise to operate cloud infrastructure, applications and tools.
- Lack of time and efforts required to maintain the AWS environment due to heavy-workloads.
- Management of multi-phased cloud environments requiring attention to several cloud scenarios.

They need to invest a considerable amount of time and resources in the management of AWS environment. ZNetLive support services for AWS are specially designed to address these business challenges.

Our AWS experts will help you get maximum out of your AWS environments by managing all technicalities from migration to production to live phase to securing them, so that you can focus on other aspects of your business. The support plans include tools, automation services and human experts' services round the clock.

Key Features

Cloud Architectural Guidance

Complete architectural design for your AWS environment, followed by successful deployment.

Secure Environment

Complete security for your AWS environment with identity and access management tools.

Migration Support*

Complete migration support to AWS through add-on services. It includes discovering, planning, testing along with data and configuration migration.

Monitoring*

Complete monitoring of your current AWS environment and insights for future requirements based on the changing environment needs.

Support Plans

Silver Plan

Is ideal for businesses seeking to leverage the benefits of tools and support services from ZNetLive, while keeping the control of their AWS environment in their own hands.

- Preconfigured AWS accounts
- Best practices for security and auditability
- Trouble identification and optimization through automation tools
- Technical onboarding and account manager for helping you with the AWS journey
- Certified AWS architects' support

Gold Plan

Is ideal for businesses looking for comprehensive support services for their AWS environment(s) by certified AWS experts. It includes all the features of the Silver plan along with some additional advantages as mentioned below.

- Secure EC2 provisioning completely automated
- AWS certified experts to support complete AWS environment
- Custom architecture design by certified AWS architects
- Enhanced response time
- CloudWatch and monitoring
- Account Review
- Alarm ticket monitoring

Support Services Details

SUPPORT TEAM	SILVER	GOLD
Dedicated Technical Manager <ul style="list-style-type: none"> Your SPOC for AWS services 	Yes	Yes
AWS Platform Support <ul style="list-style-type: none"> Round the clock support from Certified AWS engineers 	Yes	Yes
Technical Assistance Onboarding <ul style="list-style-type: none"> Your personal assistant to help you with onboarding 	Initial Guidance	End-to-end coordination from getting application ready for migration till it successfully runs on AWS.
Certified AWS Architects <ul style="list-style-type: none"> Best set of practices recommended by ZNetLive and certified AWS architects 	Basic Guidance	In-depth guidance for customized application design.
EC2 OS Management <ul style="list-style-type: none"> Support for Amazon Linux, Ubuntu 14&16+, CentOS 6&7+ and Windows Configuration and optimization followed by patching and upgrades Core apps inclusion like Apache, NGINX etc. 	No	Yes
CloudWatch Management <ul style="list-style-type: none"> Proper support from CloudWatch monitors who are certified AWS engineers 	No	Yes
Alarm Ticket Monitoring <ul style="list-style-type: none"> On-time response from CloudWatch monitors 	No	Yes
Account Review <ul style="list-style-type: none"> Monthly reviewing of account Review ZNETLIVE and AWS trusted advisor recommendations Review cost optimization techniques like Reserved Instances Review of technical environment including alerts and performance reports 	No	Yes
Response Times	P1 < 2 Hours P2: < 4 Hours P3: < 24 Hours	P1: <1 Hours P2: < 2 Hours P3: < 4 Hours

TOOLS SUPPORT

Account Management <ul style="list-style-type: none"> • Complete management of single environments like development and production • AWS Config and CloudTrail preconfigured supporting tracking and auditability 	Yes	Yes
Identity and User Permission Management <ul style="list-style-type: none"> • Unique Identity recognition and user access management • AWS IAM security implemented by default 	Yes	Yes
ZNetLive Logbook <ul style="list-style-type: none"> • Unified record of all cloud activities, blended and time indexed view 	Yes	Yes
Access to CloudFormation templates <ul style="list-style-type: none"> • Best Practice CloudFormation Templates like public and private subnet layout, subnet sizing, VPC designing etc. 	Yes	Yes
<u>Watchman</u> <ul style="list-style-type: none"> • A primary alarm monitoring system, warning against any deviation in CloudWatch from the expected results 	No	Yes

ADD-ON SERVICES

<u>Migration</u> <ul style="list-style-type: none"> • Get guidance while migrating your apps and data to AWS 	Available	Available
Complete Solution Design <ul style="list-style-type: none"> • Complete solution design based on the requirement analysis 	Available	Already included

* Varies according to the plan

Ongoing Support

Backups

AWS Elastic Block Storage (EBS) snapshot is used for taking backup for data of EC2 instances. ZNetLive will work together with the customer to define frequency of scheduling EBS snapshots and for setting up their retention policy in the AWS cloud's planning and implementation phase.

ZNetLive will restore the EBS snapshot, but the responsibility of the restored data validation and its subsequent moving into application will be the customer's responsibility.

Patching of the OS (Applicable for Gold plan customers)

ZNetLive's technical team will by default enable automatic patching in the Operating System (OS) for AWS customers. This will include OS patching for all EC2 instances supported in customer's AWS Account(s). Customers can either control installation of patches themselves or can request the ZNetLive team to install some service packs or hotfixes for them, by raising a support ticket via their member panel. This will be taken care of during the implementation phase itself. **IMPORTANT:** ZNetLive team will not patch customer applications or any middleware so as to prevent any harm to their environment, if not properly tested in their individual environment.

Account Reviews (Applicable for Gold plan customers)

Customer's dedicated technical manager will provide continued recommendations for cost optimization and for making the customer get best performance out of his AWS environment. This includes services like:

- Monthly reviewing of account
- Review ZNETLIVE and AWS trusted advisor recommendations
- Review cost optimization techniques like Reserved Instances
- Review of technical environment including monitoring alerts and performance reports

- Taking care of upcoming customer and maintenance events
- Notifying any environment changes and updating product roadmap

Monitoring (Applicable for Gold plan customers)

As a part of our Watchman service, the basic monitoring system used by the ZNetLive support team is AWS CloudWatch. For our Gold plan customers, ZNetLive will confirm if there are any additional requirements during implementation in addition to the default services provided. For that, the dedicated account manager will provide recommendation and guidance for best practices.

Migration Assistance

To migrate from any environment to AWS requires specific guidance and skilled services in migration planning, technological transformation and risk mitigation. ZNetLive will own the process of migrating you to AWS and will help you easily transition from your existing on-Premise/Cloud environment to AWS for an additional fee. Please get in touch with [msp@znetlive.com](mailto:mSP@znetlive.com) for pricing and migration scheduling.

Escalation to AWS

ZNetLive will contact AWS on your behalf whenever there's a need. However, your single point of contact will be ZNetLive as it has direct contact with AWS support team and account managers to handle any escalation or emergency effectively.

Following are the cases when escalations may happen:

- An increase in the service limit.
- Requests for AWS SLA credit.
- If many customers get affected like in case of AWS service outage.
- An issue that needs intervention of AWS product team for resolution.

Customer’s and ZNetLive’s responsibilities

An AWS environment is the responsibility of two parties:

- YOU – the AWS customer and your in-house IT team and
- ZNetLive – our AWS certified technical team.

The table given below segregates the responsibilities of those involved during AWS deployment for **Gold plan** customers.

For **Silver plan** customers, ZNetLive provides a dedicated technical manager and access to the member panel with which they can manage their AWS subscriptions, billing and support. They also get access to all services as mentioned above in the support services details’ table.

ACTIVITIES	ZNETLIVE	CUSTOMER
INITIAL PHASE		
Understand and analyze needs, objectives and challenges, ex, AWS migration	R, A	C
Scheduling and conducting in-depth analysis sessions	R, A	C
Understanding RPO, SLAs and RTO needs	R, A	C
DESIGNING PHASE		
Building and considering architecture options	R, A	C
Finalizing the architecture	C, I	R, A
Generation of logical diagrams, applications and infrastructure scheme for architecture	R, A	C, I
Prepare solution design document ex. VPC, subnets etc.	R, A	C, I
Create solution design document	R, A	C, I
IMPLEMENTATION OF INFRASTRUCTURE PHASE		
Building, testing & deployment of infrastructure – EC2, Security Groups etc.	R, A	C, I
Building, testing and deploying Elastic Beanstalk and Container Service configuration	R, A	C, I
User Acceptance Testing	C, I	R, A
Configuring & testing WAN connectivity (site to site VPN, DirectConnect on ZL side)	R, A, I	R, C, I
Ensuring resource management with tagging & resource groups	R, A	C, I
Configuring DNS (Route53)	R, A	C, I
IMPLEMENTING NETWORK AND SECURITY ACCESS^		
Building, testing & applying IAM policies, security groups & NACLs	R, C, I	R, A, C, I
OS User management	C, I	R, A
Installation of antivirus	C, I	R, A, C, I
IMPLEMENTING APPLICATION		
Golden AMIs creation	C, I	R, A

Configuring supported OS bootstrapping via Autoscale or CloudFormation Configuration	R, A	A, C, I
Arrangement of extended scope application engagement	R, A, C	C, I
Application data migration	C, I	R, A
Creating database schematics, migrating & importing	C, I	R, A
Creating, testing and deploying Elastic Beanstalk (including extensions)	R, I	A, C, I
Creating, testing and deploying ECS/ Docker container configuration	R, C, I	R, A, C, I
Creating and managing continued integration and deployment queues	C, I	R, A
Developing and deploying configuration management tools like Chef, Ansible, Salt etc.	C, I	R, A
MANAGEMENT ACTIVITIES		
Around the clock support and monitoring services via tickets and phone.	R, A	C, I
Providing Dedicated Technical Manager	R, A	C, I
Monthly account reviews	R, A	C, I
Recommendations for optimizing cost and performance	R, A	C, I
Consolidated user management via AWS Console for all AWS accounts	R, A	C, I
Consolidated data of AWS CloudTrail across accounts and regions - Logbook	R, A	C, I
Offer secure network access to AWS environment via brief bastion service - Passport	R, A	C, I
Consolidated billing across AWS Subscriptions	R, A	C, I
Offer best-practices for account security, architecture and resiliency - Compass	R, A	C, I
Escalating issues to our selected AWS engineers, as required	R, A	C, I
MONITORING SERVICES		
Configuring OS monitoring - CloudWatch	R, A, C, I	C, I
Configuring monitoring of Base App, like MS-SQL, IIS - CloudWatch	R, A, I	C, I
Configuring monitoring of Base App, like MS-SQL, IIS - Others	R, A, I	C, I
Configuring AWS Service Monitoring including EC2, Dynamo, VPC, SQS, RDS, ElastiCache	R, A, C, I	I
Configure and manage log aggregation, like CloudWatch, Splunk etc.	R, C, I	R, A, C, I
Configure Application Synthetic transaction monitors	C, I	R, A, C, I
Configure metrics for application performance, ex, AppDynamics etc.	C, I	R, A
TICKETING & NOTIFICATIONS		
Defining thresholds, alerts & resolutions	R, A, I	C, I
Configuring basic alerts	R, A, C, I	I
Configuring custom alerts	R, C, I	R, A, I
AWS Config Rule Management and Triggers	R, A, C, I	I
SNS Configuration for basic CloudWatch Alerts	R, A, C, I	I
CloudTrail Log Management and Custom Lambda Parsing	C, I	R, A, I
CloudWatch Logs Configure and manage - Logbook	R, A, C, I	I
Initial troubleshooting & responding to alerts within SLA	R, A	C, I
PATCHING ACTIVITIES		
Automatic patching of OS	R, A, I	C, I
Third party patching	C, I	R, A, I
BACKUP & REPLICATION ACTIVITIES^^		
Management of EBS Snapshot backup	R, C, I	R, A, C, I
Restoration of EBS Snapshot	R, C, I	R, A, C, I

Creation and optimization of S3 lifecycle policy	R, C, I	R, A, C, I
File- level backup and data retrieval	C, I	R, A, C, I
Replication of MySql Cross-region	R, C, I	R, A, C, I
Amazon RDS database backup and replication	R, C, I	R, A, C, I

{R= Responsible; A= Accountable; C= Consulted; I= Informed}

^ Security is joint responsibility of ZNetLive and the customer.

^^ Customer should vet backup & replication activities done by ZNetLive. ZNetLive will not be liable to ensure customer data integrity. Regular testing and back-up data validation is recommended to the customers as part of DR & BC planning.

AWS Services Supported

Managed AWS customers can select the product groups as per their need to develop their IT infrastructure from the table below. ZNetLive provides best support structure, there is, for the following product sets. These AWS product groups are applicable for Gold plan customers. For Silver plan customers, ZNetLive offers best advice for the listed products.

Important: Few products in table below may have different conditions, terms, SLAs and support levels. Customers can have products outside this list, but ZNetLive’s support may be limited for them and will completely depend upon the technical team’s decision.

AWS SERVICE	ZNETLIVE SUPPORT	CUSTOMER RESPONSIBILITY
COMPUTE		
EC2		
Instances	Create/delete instances, supported OS, Manage	Should use ZNetLive supported OS: <ul style="list-style-type: none"> Windows 2012 R2, Windows 2016 Amazon Linux- 2015 03+ CentOS- 6 & 7 RedHat Enterprise Linux- 6 & 7 Ubuntu LTS Versions- 14..04 & 16..04
Elastic Load Balancing	Manage Elastic Load balancers	Provide input for defining load balance algorithm, instance health checks etc.
Amazon Elastic Block Storage	Create Volume, schedule snapshots through Lambda job, report snapshots that fail	Provide snapshot schedule in detail and ensure that old snapshots get cleaned
Network & Security	Manage Elastic IPs, Security Groups and Network Interfaces per best practices	Understand least access or security needs of their applications
Auto Scaling	Offer basic use case templates Autoscaling Groups, configure scale policy and Launch Configuration	Help customize user data in EC2 instance in Launch Configuration
AWS Elastic Beanstalk	Build and configure AWS environments, set update policies, auto scaling policies and provide best possible support for extensions	Build application source bundle, manage versions of application, offer parameters of application dependency and extension settings
EC2 Container Service	Configure container definition, tasks, schedule them, configure cluster and security groups	Offer and manage container images
AWS Batch	Best Usage Advice	
AWS Lightsail	Best Usage Advice	
AWS Lambda	Best Usage Advice	
NETWORKING		
AWS Direct Connect	Submit Connection Request, Advice best practice	Get done local connection setup, customer location routing and setup
Amazon Route 53	Configure Health Checks, Zone File Import, Hosts Zones, Record Sets	Registration of domain, Export of Zone File from existing provider
Amazon VPC	Configure Subnets, VPC, internet gateways, Route Tables, Peering Connections, Security Groups, Elastic IPs, VPN connections – site to site	VPN Configuration and VPC Peering for non ZNetLive accounts and locations
STORAGE AND CONTENT DELIVERY		

Amazon S3	Support creation of buckets and manage settings related to lifecycle, policies etc.	Secure S3 bucket (with our advice), monitor usage, data migration*
Amazon Elastic File System	Best Usage Advice	
Amazon CloudFront	Best Usage Advice, monitor and configure alarm	Monitor usage, input into Cache and Distribution settings
AWS Storage Gateway	Best Usage Advice	
Amazon Glacier	Support creating Vault, provide advice on configuration and retention policies	Monitor usage, archive retrieval
DEVELOPER TOOLS		
AWS CodeDeploy	Best Usage Advice, Configure installation, provide standard AppSpec template for OS	Manage Revision*, customize AppSpec
AWS CodeCommit	Best Usage Advice, Create Repository	Migrate and maintain Code, Create IAM policy
AWS CodeBuild	Best Usage Advice	
AWS X-Ray	Best Usage Advice	
AWS CodePipeline	Best Usage Advice	
AWS CodeStar	Best Usage Advice	
DATABASES		
Amazon RDS		
MariaDB	Best Usage Advice, Configure Instance, Basic troubleshooting	Migration of data, Manual Snapshots, Troubleshoot Performance, Load data or Restore*
MySQL	Best Usage Advice, Configure Instance, Basic troubleshooting	Migration of data, Manual Snapshots, Troubleshoot Performance, Load data or Restore*
Microsoft SQL Server	Best Usage Advice, Configure Instance, Basic troubleshooting	Migration of data, Manual Snapshots, Troubleshoot Performance, Load data or Restore*
Aurora	Best Usage Advice, Configure Instance, Basic troubleshooting	Migration of data, Manual Snapshots, Troubleshoot Performance, Load data or Restore*
PostgreSQL	Best Usage Advice, Configure Instance, Basic troubleshooting	Migration of data, Manual Snapshots, Troubleshoot Performance, Load data or Restore*
Amazon Redshift	Best Usage Advice, Provision Cluster	
Amazon Dynamo DB	Best Usage Advice, Configure Instance	
Amazon ElastiCache	Best Usage Advice, Configure Instance	Manual Snapshots
SimpleDB	Best Usage Advice	
SECURITY AND IDENTITY		
AWS Directory Service	Configure AD Connector and Simple AD	User and Group Policy Management

AWS Identity & Access Management (IAM)	Best Usage Advice to create IAM User and Role, Audit IAM Policy	Manage Encryption Key and account security
AWS WAF	Best Usage Advice	
CloudHSM	Best Usage Advice	
Amazon Inspector	Best Usage Advice	
Certificate Manager	Best Usage Advice	
AWS Shield	Best Usage Advice	
MESSAGING TOOLS		
Amazon SES	Best Usage Advice	
Amazon SNS	Best Usage Advice	
Amazon SQS	Best Usage Advice	
MANAGEMENT TOOLS		
AWS CloudFormation	Create VPC and Resources with templates of CloudFormation and maintain environments in it	Manage Revision*, customize AppSpec
AWS OpsWorks	Service Configuration Support	
AWS Config	Best Usage Advice	
ZNetLive Advisor	Regular audit of resources consumption	
AWS Service Catalog	Best Usage Advice	
EC2 Systems Manager	Best Usage Advice	
Personal Health Dashboard	Best Usage Advice	
APPLICATION SERVICES		
Amazon Elastic Transcoder	Best Usage Advice	
AWS Step Functions	Best Usage Advice	
Amazon API Gateway	Best Usage Advice	
ANALYTICS		
Amazon Elastic Map Reduce (EMR)	Best Usage Advice, Provision Cluster	Customize Platform FrameWork - Hadoop, Pigetc. Engine Settings
Amazon ElasticSearch	Best Usage Advice	
Amazon QuickSight	Best Usage Advice	
Amazon Kinesis	Best Usage Advice	
Amazon CloudSearch	Best Usage Advice	
Amazon Athena	Best Usage Advice	
AWS Data Pipeline	Best Usage Advice	

*Available as added professional service at an additional cost.

ZNetLive Support Services

Creating support ticket at ZNetLive - Support ticket allows users to report problems or ask for help/action on certain issues to experience seamless services.

- It is a system of records which helps you in keeping track of your issue from your member panel at any given time. As details and responses related to the issue are recorded in the ticket system, you do not need to repeat your problem or explain it repeatedly to different customer support personnel. Request is automatically allocated to the relevant department which ensures speedy resolution of the issues.
- Ticket system is easy to access as you can raise ticket directly using your registered mail id as well as from within your support panel anytime, as per your convenience.
- Since it is registered on the system, you are always well informed throughout the process.
- The whole process of ticket raising at ZNetLive is client friendly and easy to use.
- It gives visibility and clarity to your issue as you can include screen shots or multiple attachments with ticket to provide a more apparent description of the issue.

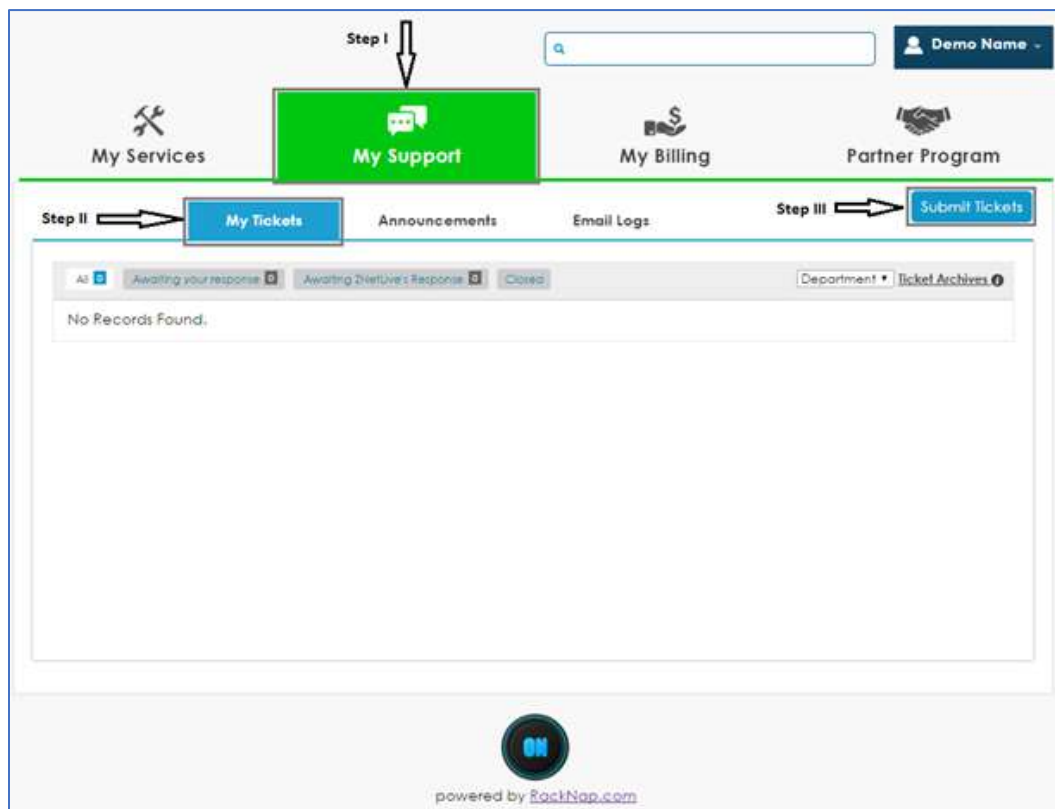
Who can create support ticket at ZNetLive?

- **Registered Users of the Customer** - They can create ticket either directly through the member panel or via email: support@znetlive.com / billing@znetlive.com
- **Sub-users of the Customer** - They can also create ticket with the access rights provided to them by the main user - registered client of ZNetLive. The process of creating sub-users is detailed in subsequent sections.

Steps to raise a new support ticket

1. Log into ZNetLive support panel - Initiate the process of raising Support Ticket by logging into your ZNetLive member panel with your registered mail ID. Please use the correct URL and E.g. the URL will be like this: <https://manage.znetlive.com/memberp/>

2. Click on My Support -After you log into the member panel, click on the tab - **My Support** to initiate the process of raising ticket. Here you will find the tab **Submit Tickets**. Click on it.



3. Create New Ticket in customer portal- After you click on the tab - **Submit Tickets**, it takes you to the page where you need to fill in certain details required by the ZNetLive team for better understanding of the issue.

4. Select the service for which you need Support - Select that service from the drop-down list in which you are facing issue.

The screenshot shows the 'My Support' section of the ZNetLive portal. At the top, there are navigation tabs: 'My Services', 'My Support' (highlighted in green), 'My Billing', and 'Partner Program'. Below these are sub-tabs: 'Dashboard', 'My Tickets' (highlighted in blue), 'Announcements', and 'Email Logs'. The main content area is titled 'Create New Ticket' and contains the following elements:

- Form fields for 'Choose Service (Required):', 'Choose Department (Required):', 'Subject (Required)', and 'General Description (Required)'.
- An 'Attachments' section with two 'Choose File' buttons, each showing 'No file chosen'.
- A list of 'Allowed File Attachment Types': jpg, gif, jpeg, png, doc, docx, pdf, xls, xlsx, txt, JPG, JPEG, PNG, TXT, PDF, ZIP, rar, RAR.
- 'Submit Ticket' and 'Cancel Ticket' buttons.

To the right of the form is a 'Ticket Queue Load' table:

Queue	Load
Support	High
Billing	High
Sales	Low

5. **Select the department from which you need support-** Next choose the concerned department for your issue - **Billing, Support, Renewals or Sales**. This will help you to get in touch directly with those who will resolve your issue.

6. **Mention the subject and write description for the issue** - Include as much information as you can, regarding the issue which you are facing. Define your issue Title in one line in the **Subject** Tab. Explain your issue in detail (as given by the ZNetLive) in the General Description tab. You can also attach screenshots for the errors in this section. This will help in better understanding the problem and in processing your request faster.

The screenshot shows the 'My Support' section of the ZNETLIVE dashboard. It features a navigation bar with 'My Services', 'My Support' (highlighted in green), 'My Billing', and 'Partner Program'. Below this is a sub-navigation bar with 'Dashboard', 'My Tickets' (highlighted in blue), 'Announcements', and 'Email Logs'. The main content area is titled 'Create New Ticket' and contains a form with the following fields: a dropdown menu set to 'None', another dropdown menu set to 'Support', a text input field for 'Subject (Required)', and a large text area for 'General Description (Required)'. To the right of the form is a 'Ticket Queue Load' table with two columns: 'Queue' and 'Load'. The table contains three rows: 'Support' with 'High' load, 'Billing' with 'High' load, and 'Sales' with 'Low' load. Below the form are two 'Choose File' buttons, both showing 'No file chosen', and a list of 'Allowed File Attachment Types' including .jpg, .gif, .jpeg, .png, .doc, .docx, .pdf, .xls, .xlsx, .txt, .JPG, .JPEG, .PNG, .TXT, .PDF, .ZIP, .iso, .rar, .RAR. At the bottom of the form are 'Submit Ticket' and 'Cancel Ticket' buttons. A large black arrow points from the 'General Description' text area to the text 'Enter details of issue which you are facing.'

Queue	Load
Support	High
Billing	High
Sales	Low

Basic issue logging template:

1. Problem description.
2. Is the problem consistent or intermittent?
3. If problem is reproducible, provide step by step instructions on how to reproduce the reported issue, including the user who encountered the issue.
4. Legible screenshots displaying the full URL and exact error message/ error condition.
5. Date, time, and time zone when issue occurred.

7.Submit the ticket - Once you have filled in all the details to raise the ticket, do recheck them and click the Tab - Submit Ticket.

Queue	Load
Support	High
Billing	High
Sales	Low

8.Support Ticket is generated - After you click **Submit Ticket**, a new support ticket is generated which automatically moves to the relevant ZNetLive department and admins start working on it to resolve the issue ASAP.

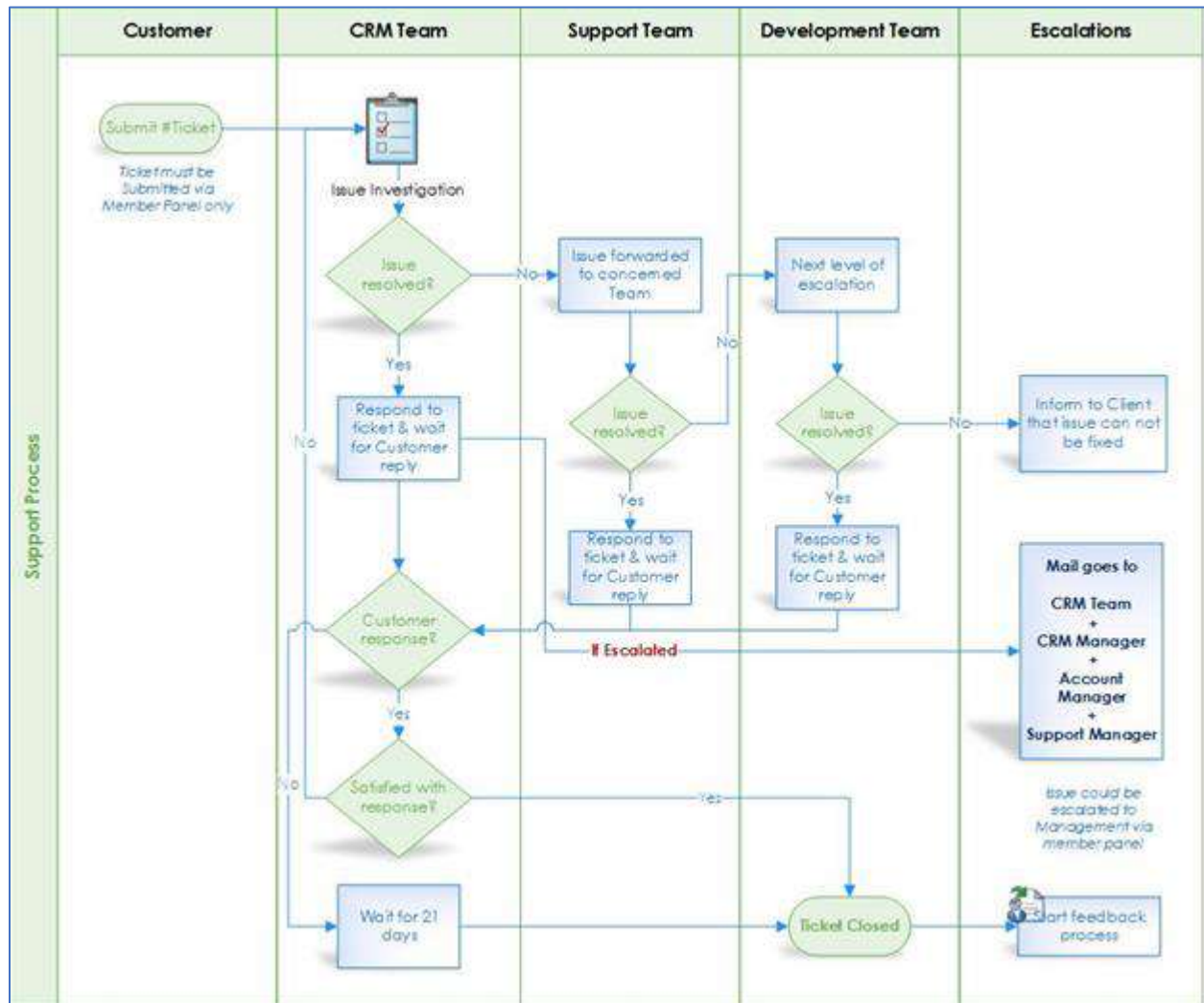
9. Ticket ID Tracking Number - You get an ID number when support ticket is generated successfully. Keep it safe for future communications regarding the issue. Moreover, you can view the status of your ticket by visiting My Support > My Tickets in your member panel.

The screenshot displays the ZNETLIVE member panel interface. At the top, a green notification box contains a success message: "Thank You. Your message has been submitted and we will contact you as soon as possible! We can't wait to help. Don't worry, we don't have a big automated support system filled with canned responses. You'll usually hear from us within 2 hours or less. Have a great day. One of us will be in touch soon. Ticket No. = 1577450". An arrow points from this message to the "Details of Ticket after submission" link. Below the notification is a navigation bar with four main sections: "My Services" (wrench icon), "My Support" (highlighted in green with a speech bubble icon), "My Billing" (dollar sign icon), and "Partner Program" (handshake icon). Under "My Support", there are sub-tabs: "Dashboard", "My Tickets" (highlighted in blue), "Announcements", and "Email Logs". The "My Tickets" section shows a "Create New Ticket" form with fields for "Choose Service (Required)", "Choose Department (Required)", "Subject (Required)", and "General Description (Required)". To the right of the form is a "Ticket Queue Load" table:

Queue	Load
Support	High
Billing	High
Sales	Low

Below the form are "Attachments" with two "Choose File" buttons (both showing "No file chosen") and a list of "Allowed File Attachment Types": .jpg, .gif, .jpeg, .png, .doc, .docx, .pdf, .xls, .xlsx, .txt, .JPG, .JPEG, .PNG, .TXT, .PDF, .ZIP, .rar, .RAR. At the bottom of the form are "Submit Ticket" and "Cancel Ticket" buttons.

ZNetLive Support Process Overview



ZNetLive has a very clear escalation processes for the internal teams. Automated ticket escalations are in place, which help in immediate escalation of unhandled / pending issues and thus avoiding breach of SLA. The CRM team constantly monitors the ticket queue and provides timely response on the queued-up tickets.

Technical support team (Level 1)

This team handles the proactive monitoring and first level technical support. This team is also responsible for providing timely updates on your trouble tickets and ensuring that we never breach the defined SLA.

Technical support team (Level 2)

This team is the first level of internal escalation, which handles issues escalated by Level 1 support team.

Technical support team (Level 3)

Top Engineers are level 3 within the internal escalation chart and provide the final level of operations’ assistance and engineering assistance. If the Incident Management team

(Level 1 and Level 2) is unable to provide the fix for an issue, the same is escalated to the relevant level 3 team following standard escalation procedures.

Escalation Matrix

Once you register the case, a Ticket ID will be created. Use this ID as reference in all levels of escalation. Once the escalation crosses Level 1 & the issue is not resolved, customer can contact the concerned authority as mentioned below via their member panel.

First Escalation	Second Escalation	Third Escalation	Final Escalation
Duty Manager	Team Leader	Account Manager	Management
managename@znetlive.com	teamleader@znetlive.com	accountmanagename@znetlive.com	management@znetlive.com

If you need additional users to be able to create and manage tickets, then you can do so as per process defined:

Create Sub-users

Sub-users are the additional users to your account that can be given separate login credentials and granted limited permissions i.e. to log tickets to the Support team

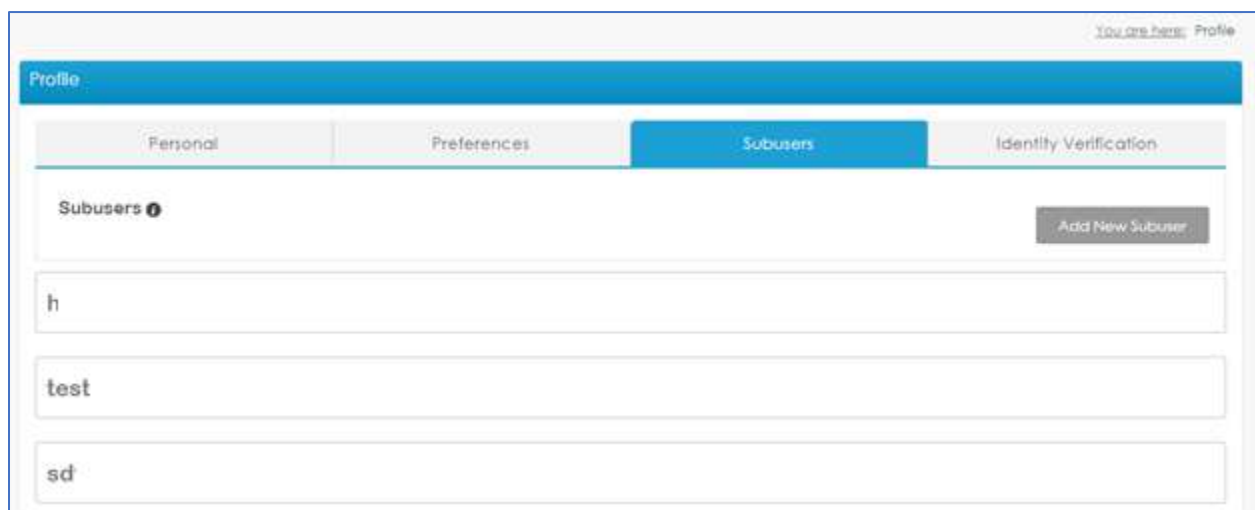
Login to your member panel.

[Home](#) >> [User](#) >> [Profile](#) >> [Sub-users](#)

To manage the Sub-users of your account:

- Click on the **Sub-users** tab in the Profile section.

See sample screenshot of the Sub-users section:



Add a New Sub User Account

To add a new sub user to your account:

- Click on the Add New Sub-user button in the Sub-users section.
- This will open the Add New Sub User window.
- Enter the details of the new sub user.
- Tick Activate Sub-Account to enable the new sub user account.
- Assign the rights and permissions by tick marking them.
- Click on the Save button.

Edit a Sub User Account

To edit the details or permissions of a sub user account:

- Click on the Sub user account name in the Sub-users section.
- Click on the Edit User button.
- This will open the Edit User Window.
- Make the desired changes in the sub user details and permissions.
- Click on the Update button.

Delete a Sub User Account

To delete an existing sub user account:

- Click on the Sub-user account name in the Sub-users section.
- Click on the Delete User button.

About ZNetLive

Incorporated in 2009, ZNet Technologies Pvt. Ltd. is an IT and Cloud solutions provider that has empowered more than 100K websites, applications and hosting running worldwide. Our clients comprise enterprises, SMBs, software vendors and system integrators.

Delivering services worldwide through its different ventures and by collaborating with partners, ZNet works closely with vendors like Microsoft, Acronis, AWS, Google Cloud and IBM on cloud technologies, along with Artificial Intelligence (AI) and Internet of Things (IoT) focused enterprise solutions in India and across the world.

A member of NASSCOM, ZNet's expertise is backed by awards like Microsoft Channel Partner (IAMCP) P2P Bronze award, CRN Award in Excellence for IP creation, SME Channel Enclave Application Specialist Award and more.

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