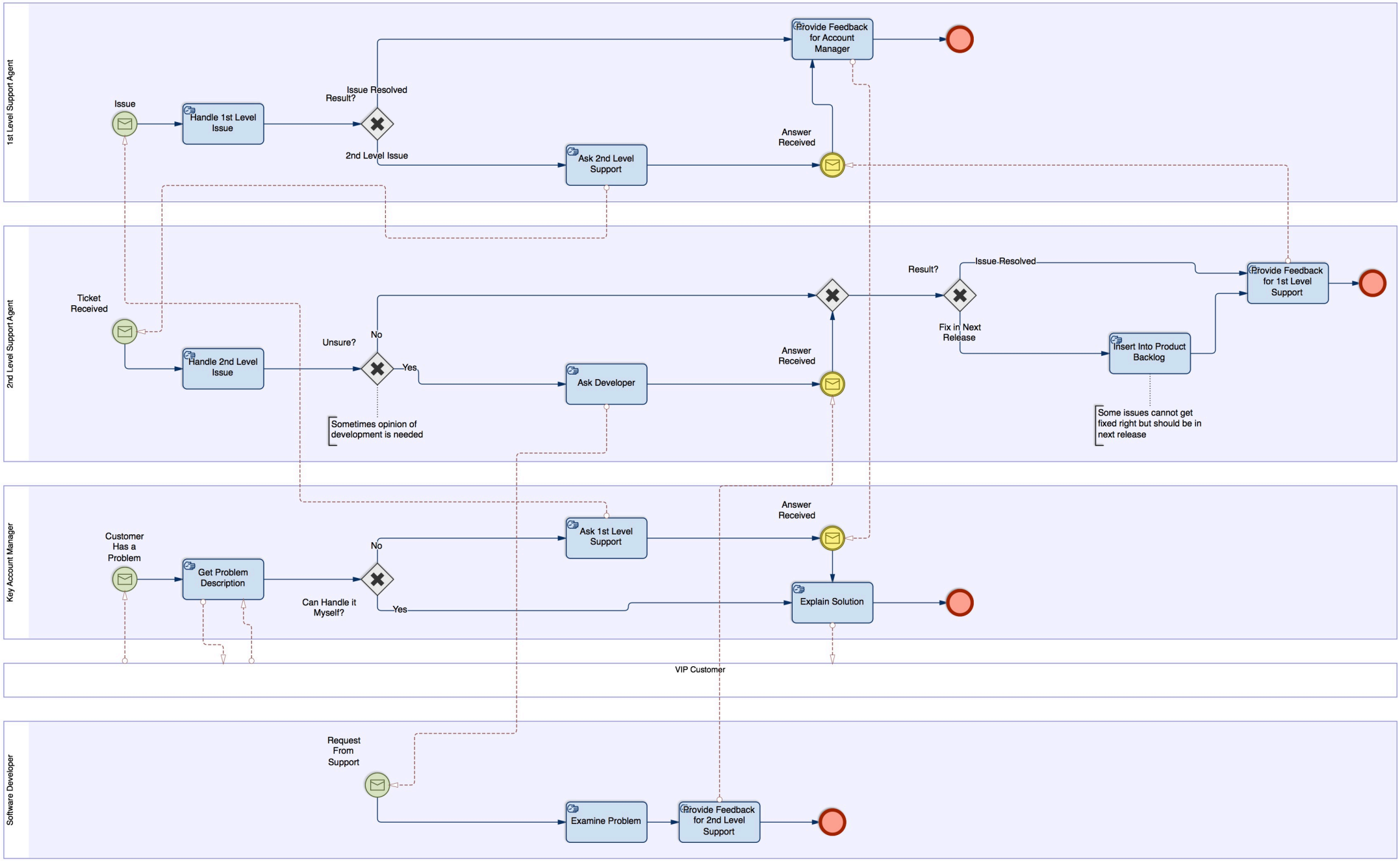
1st Level Support Agent
Issue
Handle 1st Level Issue
Result?
Issue Resolved
2nd Level Issue
Provide Feedback for Account Manager
Ask 2nd Level Support
Answer Received
2nd Level Support Agent
Ticket Received
Handle 2nd Level Issue
Unsure?
No
Yes
Sometimes opinion of development is needed
Ask Developer
Answer Received
Result?
Issue Resolved
Fix in Next Release
Insert Into Product Backlog
Some issues cannot get fixed right but should be in next release
Provide Feedback for 1st Level Support
Key Account Manager
Customer Has a Problem
Get Problem Description
Can Handle it Myself?
No
Yes
Ask 1st Level Support
Answer Received
Explain Solution
VIP Customer
Software Developer
Request From Support
Examine Problem
Provide Feedback for 2nd Level Support