

Noble VAR – CALA Region

Standard Support & Escalation Procedure

Noble Value-Added Resellers receive phone support during standard hours and 24/7 assistance for emergency issues.

When contacting the Noble® CARE Help Desk, you will need to provide the following information:

1. Client Code or Company Name
2. Detailed Description of the Issue
3. Your Ticket # (if referencing an existing issue)

Noble VAR - CALA Region Support

Support Hours: Mon-Fri, 9.00am-6.00pm (Eastern)

To Open a Ticket:

Call **11.3500.5851**

1.678.891.6660 Direct / International

Email* **CALAsupport@noblesystems.com**

*For non-critical tickets/requests.

At any time, if you feel a ticket or issue requires escalation, please follow the Escalation Process.

To Escalate a Ticket:

Call the numbers below, in order. Please do not skip a level.

1st Escalation to On Call Support	1.678.553.1839
2nd Escalation to Director of Support	1.678.553.9393
3rd Escalation to VP Global Support	1.678.553.9395
4th Escalation to SVP Development	1.470.363.2350
Final Escalation to President & CEO (Jim Noble)	1.470.345.4827

Should you reach voicemail at one of the levels, leave a detailed message with your name, company, ticket number, and a callback number. Please allow 10 minutes for a return call before moving to the next escalation level.

*Most emails will receive a reply by the end of the next business day.

The telephone numbers set forth above should be utilized by all Valued Added Resellers when utilizing Standard Support. Otherwise, the terms and conditions of your VAR Agreement with Noble Systems (or applicable agreement for Noble Systems Support and Services) will govern in the event of any conflict with the terms set forth herein, and the above terms are not intended to modify or amend that agreement.

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