5. WORKFLOW

5.1. The Contractor shall provide support service according to the following workflow:

Processing step	Actions that the Contractor shall perform		
Request receipt	**If a Request comes by a phone call**	**If a Request comes by email**	**If a Request comes via a web page**
	Contractor shall identify whether the User is eligible to use the service. If the verification result is positive, immediate assistance with the Request should be provided. Contractor shall enter the Request into the system.	Contractor shall enter the Request into the system.	The Request will be stored in the system automatically.
Clarification and classification	If a manual verification is needed, Contractor shall additionally identify whether the User is eligible to use the service. If the verification result is positive, Contractor shall clarify the details if needed. It may require making a phone call back to the User. Contractor shall classify the Request as a Problem, an Advice Request, or an Improvement Request. Contractor shall further identify whether the Request level is Critical, High, Medium, or Minor.		

Processing step	Actions that the Contractor shall perform	
Resolution	**For a Problem or an Advice Request**	**For an Improvement Request**
	Contractor shall: • Consult a Knowledge Base for a solution. • In the event that no solution is found in the Knowledge Base, try to produce a solution (before the time limit is exceeded). • Test the solution to ensure that it works in this individual case. • Notify the User about the solution by email and by phone call. • Receive the User's confirmation on whether the solution works, either immediately or via a phone call later.	Contractor shall: Escalate the Request to the next Support level.
Escalation (if needed)	If a Request cannot be handled properly or in a timely manner, Contractor shall escalate it to the next Support level.	
Knowledge base update	Contractor shall add the information about a new solution to the Knowledge base after it has been provided to the User and its efficiency has been confirmed.	

5.2.   The Request type may be changed in the course of Request processing.