

Software Support Reference Guide

Version 2.0

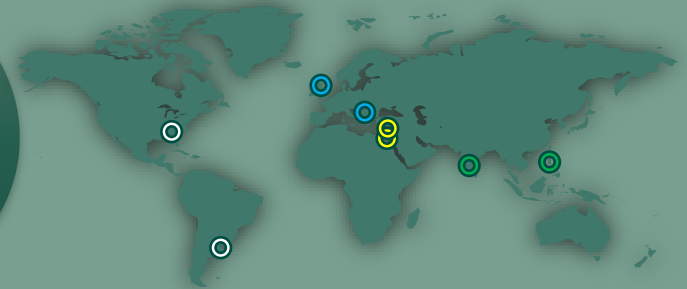
Overview of NCR Atleos Software Support



NCR Atleos Software Support



- ✓ Teams based across the Globe, with established Software Support “Centers of Excellence”



- ✓ Over 140 Software Support Specialists and Subject Matter Experts providing Level 2 and Level 3 Support on NCR Atleos supported software.
- ✓ 24 x 7 x 365 Priority 1 Support.
- ✓ Path to NCR Engineering for product code defect resolution.

Triage Desk

ATM Client

- Activate Enterprise
- NDC Enterprise
- ATMfutura
- XFS
- Unified Agent
- Windows
- Endpoint Security

Interactive Solutions

- Interactive Server
- Interactive Teller
- Interactive Banker
- Vidyo Conferencing
- CSP
 - Remote Teller
 - Enhanced Self Service

Enterprise Software

- Authentic
- Authentic Cards
- Terminal Handler
- AMP Portal
- ATM Marketing
- Connections

Channel Management

- Vision
- SW Distribution
- Inetco
- OptiSuite

Logging a Ticket with NCR Atleos Software Support



NCR Atleos Portal

<https://portal.ncratleos.com/>

To gain access to the NCR Atleos Portal, please reach out to your account or service manager.

Ticket ID	Status	Short Description	Priority	Ticket Type
1234	Open	Test	High	Software
5678	Resolved	Test	Medium	Software
9101	Open	Test	Low	Software

Email

Software.Support@ncratleos.com

From	Subject	Time
NCR Atleos, Service Desk	Software Support Unassigned Incident Reply to this email A new Incident...	11:22 AM
NCR Atleos, Service Desk	Dear NCR, kindly check this case as the customer claims that he made a...	11:21 AM
NCR Atleos, Service Desk	Dear NCR kindly check the below case as the customer as...	11:12 AM
NCR Atleos, Service Desk	Dear @Software Support, NCRAtleos,	10:44 AM
NCR Atleos, Service Desk	Dear NCR kindly check the below cases as the customer as...	10:00 AM

Telephone

Americas
+18323084674 (US)

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+441707632893 (UK)
+33164479650 (FR)
+498214059999 (DE)
+20237763702 (EG)

Asia Pacific
+60321175799 (MY)
+912261954211 (IN)
+61285512074 (AU)
+6498722734 (NZ)

Available 24x7, and recommended for reporting Priority 1 issues

Option 1 – ATM Client

➔ Activate Enterprise, NDC Enterprise, AMTfutura MVS, LISA, Unified Agent, Endpoint Security, Windows, XFS

Option 2 – Interactive Solutions

➔ Interactive Server, Vidyo, CSP

Option 3 – Enterprise Software

➔ Authentic, Terminal Handler, ATM Marketing, Connections, AMP Portal

Option 4 – Legacy

➔ Transaction Manager/Gateway

Option 5 – Channel Management

➔ Vision, Inetco, Cash Management

Customer/Partner Responsibilities & Characterization Details

Customer Help Desk

The Customer/Partner is responsible for maintaining a help desk to handle incoming calls from your organization. Help desk personnel should be well-versed in procedures for diagnosing and resolving user-solvable system issues. They will act as the point of contact for submitted tickets and collaborate with their internal employees to isolate and document software-related problems.

Please note that NCR Atleos will only accept problem reports that have been processed through your help desk.

Required Information for Case Submission

- Details of the issue – clear and as much detail as possible, including
 - + Number of units impacted.
 - + Frequency of occurrence.
 - + Details of any recent changes.
- Product Details (including versions).
- Environment where issue was observed (Production vs Lab/Test).
- Date and Time of the issue.
- Impact and Urgency of the issue.
- Logs/Traces/Screenshots will be required in many cases. We will provide a link where they can be securely uploaded using NCR Atleos File Transfer.

Ticket Priorities and Initial Response Times (IRT)

- **NCR Atleos Software Support adopts a priority system based on issue impact and urgency. This is used to derive a ticket priority.**
 - The **Impact** is a measure of the extent of the Incident and of the potential damage caused by the Incident before it can be resolved.
 - Examples
 - Medium impact could be if a reporting portal is unavailable.
 - High impact could be if a large number, or a high percentage, of ATMs have gone offline.
 - The **Urgency** is a measure of how quickly a resolution of the Incident is required.
 - Examples
 - Low urgency could be a documentation update.
 - High urgency could be if automatic dispatches are not taking place.
 - The impact/urgency of a ticket is dynamic and can change during the lifecycle of an investigation. For example, if the impact increases (more endpoints impacted) or if the urgency decreases (some functionality is restored).
 - The provided Impact and Urgency is used to derive a ticket priority.

		Impact		
		High	Medium	Low
Urgency	High	1 – Critical	2 – High	3 - Moderate
	Medium	2 – High	3 – Moderate	4 – Low
	Low	3 – Moderate	4 – Low	5 - Planning

- **Standard Initial Response Times (may vary based on contract)**

Priority 1 – Critical
Target Initial Response Time:
1 Hour

Priority 2 – High
Target Initial Response Time:
4 Hours

Priority 3 – Routine
Target Initial Response Time:
Next Business Day

Priority 4 – Low
Target Initial Response Time:
Within 2 Business Days

Priority 5 – Planning
Target Initial Response Time:
Within 5 Business Days

Escalation Matrix

Please always state Case Number and reason for escalation.

