

Software Support Reference Guide

Version 2.2

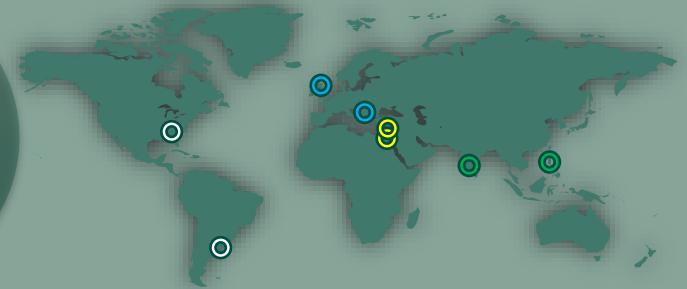
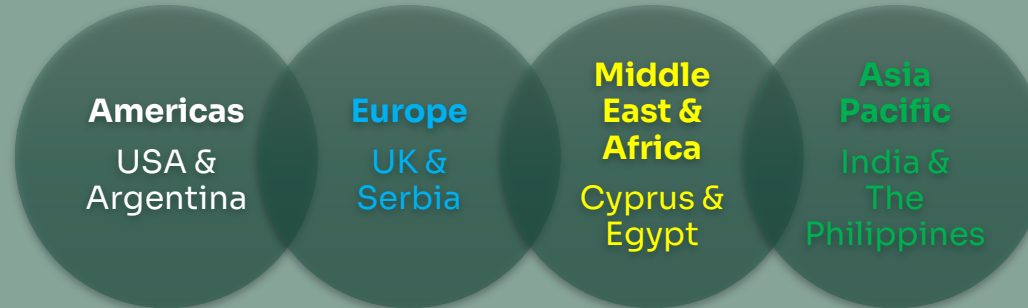
Overview of NCR Atleos Software Support



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

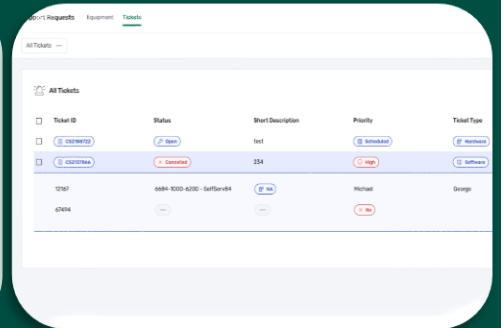
Logging a Ticket with NCR Atleos Software Support



NCR Atleos Portal

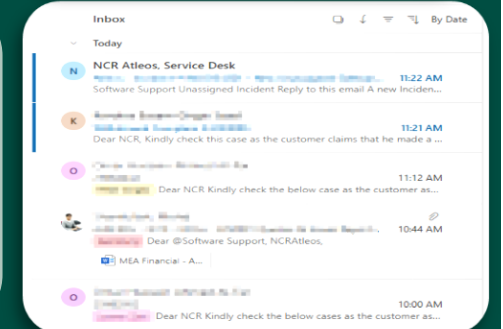
<https://portal.ncratleos.com/>

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



Email

Software.Support@ncratleos.com



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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.

