



***Technical Support
Services Guide
Direct***

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Introduction

Welcome Tabit Customer!

Thank you for joining an amazing team and investing the time in learning a new system. Support of our Customers is what has driven Tabit's ongoing success and is the most vital aspect of our culture and DNA. Our restaurant selection process anchors with this culture and your team joins a community of like-minded businesses driven to serve our customers and their ongoing success.

This guide will serve to drive our continued commitment to supporting your team leveraging the broad resource base here at Tabit. Please take the time to review the content thoroughly and should you have any questions about the processes, definitions or expectations around our support model do not hesitate to reach out directly to your Customer Success Manager or myself and we are happy to review the materials.

We look forward to working together as we support your continued success.



Jessica Dickinson
General Manager, Center of Excellence

Support Hours

Phone Support is available 24/7. Support requests submitted via email or self-service portals will be addressed during normal business hours. All Critical/High severity issues should be submitted via phone to ensure prompt response and attention.

Normal Business Hours are Monday–Sunday between 9 AM – 11 PM CST, excluding Federal Holidays. Annual Federal Holiday exceptions include:

New Year's Day
Memorial Day
Independence Day (4th of July)
Labor Day
Thanksgiving Day
Day after Thanksgiving Day
Christmas Day

Phone Support requests received after hours (including weekends and Federal Holidays) will be assessed based on severity level and responded to if the severity is determined to be critical/high in nature. Non-critical/high severity requests received after hours as well as email or self-service requests will be evaluated and addressed during normal hours on the next business day.

Support Contact Information

Tabit Phone Support Line: (833) 822-4887

Tabit Support Email: Support-US@tabit.cloud

Tabit Support Self-Service Portal: tabit-US.zendesk.com

Support Case Priority Level Definitions

To properly prioritize resources and problem resolution, case submissions will be assigned a Priority Level. These definitions will identify response expectations for both Tabit and the customer to ensure clear communication and expectation setting.

Severity Level Definitions		
Severity	Definition	Examples
Critical	Customer Business processes are halted and inoperative. Unable to continue business functions and there are no workarounds available.	Inability to open/close tables or orders on multiple pads
		Inability to process payments on multiple pads
		Failure to access Tabit Modules
		Complete loss of Printing Connectivity
High	High-Priority process functions impaired causing disruption of business. Needs immediate attention and resolution or workaround if available.	Inability to generate Server Activity Report or Z Report
		Crucial printer down, unable to be feasibly rerouted
		Assisting site with sudden or temporary closures
		Not receiving online reservations or online orders
		Tip/Payment errors
Medium	Non-critical problems causing minor business disruption and no impact to guests. Site is able to work around issue.	Unable to close orders
		Unable to seat guests
		Adjusting Print Queues
		Independent device failure such as card reader or single tablet
		> 25% Warranty Repairs/Replacements
Low	General low impact issues or concerns, training or configuration assistance, feature requests, non-critical software fixes	Basic programming, configuration or training requests
		Menu Programming assistance
		Software Enhancement feature requests
		< 25% Warranty Repairs/Replacements
		Low impact Software malfunctions

Support Case Response & Resolution Targets

Below are guidelines that set expectations to allow for continued support for customers ongoing. Expectations are for normal support business hours. Critical and High severity issues cover 24/7 when phoned in After Hours. Non-critical issues and/or email and self-service support submissions can expect response guidelines during normal business hours on the next business day. It is our goal to meet and/or exceed these targets.

Service Level Actions				
Severity	Support Hours	Time to Respond	Response Target	Resolution Target
Critical	24/7	Phone: As received Email: 10 minutes	15 minutes	2 hours
High	24/7	Phone: As received Email: 10 minutes	30 minutes	8 hours
Medium	Monday - Sunday 9:00am - 11:00pm	Phone: 45 seconds Email: 45 minutes	4 hours	48 hours
Low	Monday - Sunday 9:00am - 11:00pm	Phone: 1 minute Email: 1 hour	24 hours	5 Business Days

* Software Enhancement, Feature Requests, Integration Requests, and some software code fixes will take longer and be assigned to development to provide an expectation on turnaround.

Support Case Submission Process

Support Requests can be submitted via telephone, email, or the Self-Service portal. For all Critical/ High severity issues, please contact Tabit Support via telephone to ensure prompt assistance 24/7.

Support requests are managed in our Zendesk ticketing system. All phone calls are tracked via AirCall. Each case submission will be assigned a unique Case ID number associated with the person who calls and site location. Please take note of the case number assigned to any case submissions and reference that number for efficient follow up and escalation needs.

General Case Submission

When submitting cases to Tabit, please gather and provide the following information for entry into the case management system. Failure to provide the requested information below can lead to delays in resolution.

1. Customer contact info for this issue (email and direct phone number)
2. Customer site name as listed in Tabit Office
3. Customer site contact and contact information (email and direct phone number)
4. Date and Time Issue began or was reported
5. Description of the Issue and business impact (how is it impacting user, site, devices/ solutions impacted)
6. Attempted Troubleshooting performed to this point as well as any workaround solutions implemented
7. Photos/images/videos documenting the issue if possible/available

Phone Submission

During normal business hours, all case submissions will be routed to the first available technician for triage and Severity assignment. If there is no answer, you will be directed to voicemail and a case number will be generated by the system. Case updates in Zendesk will be emailed to the email contact in our system for all updates and activity associated with the individual case.

Self Service Submission

Access the support portal via tabit-us@zendesk.com and click "Submit a Request" in the top right-hand corner and fill in the fields requested. This is also the portal available to view case updates, status in addition to an extensive knowledge base of articles and FAQs that assist Tabit solutions.

After Hours Submission

If you are forwarded to voicemail, please identify if the issue is a critical/high severity incident to ensure proper triage by the on call technical staff. Support will triage the provided information and engage accordingly.

For escalation needs, please reference, and follow the escalation path and process in the Escalation Process section of this document.

Support Case Tracking Tools

All tickets made by the Customer can be located under their login at tabit-US.zendesk.com.

For more information or additional training please reach out to support-us@tabit.cloud.

Support Escalation Process/Path

On occasion, a customer may require an escalation path for a case issue that has exacerbated at the site level and/or there is a lack of response to a case submission request or a general support concern where the standard process is not functioning as designed. In these instances, please follow the escalation process/path outlined below and be prepared to provide case number for the issue at hand and background on what has led to the need for escalation. Please do **NOT** jump steps in the process as it will lead to delays in addressing the issue.

Contact the Support Center and provide information to a Support Technician regarding the issue at hand. This will allow the support team to add case notes to the open issue and determine next steps to get the issue to the right internal resource.

If the Support Team does not progress the issue appropriately, escalate to the Help Desk Manager, John Ygartua John.ygartua@tabit.cloud or via phone at 469-983-4840.

If you are unable to reach the Help Desk Manager or the issue intensifies requiring further management intervention, please reach out to your Tabit Customer Success Manager.

If all the above steps have been unable to address the urgency of the matter, please reach out to the General Manager of the Dallas Center of Excellence, Jessica Dickinson jessica@tabit.cloud or via phone at 469-596-0215.

Tabit leadership will contact the appropriate on duty Support Leaders to address any escalation issues. During normal business hours following escalations, support leadership and/or Tabit leadership will provide an update and review the process breakdown to ensure there are no concerns about future repeats that lead to further required escalation. Please allow appropriate time for each stage of escalation to process your request before moving to the next level.

Version History

03/2021 – Created by Jessica Dickinson

11/2023 – Revised by John Ygartua