



Ticket Response Times and Prioritisation

This article summarises how we prioritise and action service requests according to the Service Level Agreement (SLA)

Ticket Journey



Ticket categories

<p>Priority 1 (Critical) – up to 30min response time Major emergency – “Show Stopper”: e.g., loss of services affecting all users.</p>
<p>Priority 2 (High Impact) – up to 45min response time A single or group of users are unable to perform time critical or important tasks, no reasonable workaround is achievable, and this is affecting the Company's ability to service its clients.</p>
<p>Priority 3 (Medium Impact)- up to 4hr response time A single user or a group of users have an issue with a program or service that is restricting their ability to work but it isn't time critical or there is a reasonable workaround.</p>
<p>Priority 4 (Low Impact) – up to 8-hr response time Any request that is not affecting productivity. This includes new user requests, or any issue that isn't impacting on business continuity.</p>
<p>Priority 5 (Planned) – No SLA Any request that involves change of environment, advice or queries that fall outside of service, or needs to be planned and falls outside of the SLA.</p>

Please note:

All response timeframes are within business hours. For example: a P3 request is submitted at 3:45pm, the tech will respond by 11am the following day (15min for dispatching + 4 business hours response time).

If at any stage, we are waiting on a response from a third party or our client, the tickets is put into a 'waiting' status and the SLA timer stops. When a response is received, the SLA timer starts again.

Helpdesk Support Business Hours

AU & NZ clients: 8am – 7pm AEST or US & CA clients: 8am – 5pm CST

Practice Protect Response Times

Response times for each stage are calculated from when the ticket is first received by Practice Protect during business hours (below) or from 8am the following day if received after hours.

Ticket Priority Level	Ticket dispatched within	Tech response within	Resolution or plan within	Total time to Resolution Plan*
Priority 1 (Critical)	15min	30 minutes	1 hour	1hr 45min
Priority 2 (High)	15min	45 minutes	2 hours	3 hours
Priority 3 (Medium)	15min	4 hours	8 hours	12hrs 15min
Priority 4 (Low)	15min	8 hours	16 hours	24hr 15min
Priority 5 (Planned)	15min	Scheduled (no SLA)	Scheduled (no SLA)	Scheduled (no SLA)

*Assuming clients and/or third parties respond instantly to any communication from our techs. If not, add our client's or third parties response time to the total time to resolution. We can not guarantee a resolution time due to third party variables.