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1. Technical Support benefits

Samsung Tier-3 technical support offers you direct access to our team of enterprise mobility experts to augment your IT team. Our experts help with hardware and software best practices, advanced troubleshooting and issue isolation, for ease of deployment and management of Samsung mobile phones, tablets or wearables in your organization.

Whether you are preparing for the next OS release or looking to use mobile devices in new and innovative ways, Samsung is here to help. No other organization can provide you the level of support that we can provide you on Samsung devices.

With two levels of support available, you can easily choose the support option that best fits your organization. Options include Tier-3 support, or Tier-3 support with Account Management.

<table>
<thead>
<tr>
<th></th>
<th>ADVANCED</th>
<th>ELITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing Units</td>
<td>per customer</td>
<td>per customer</td>
</tr>
<tr>
<td>Access to Tier-3 experts</td>
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<td></td>
</tr>
<tr>
<td>Named callers</td>
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<td>6</td>
</tr>
<tr>
<td>Supported locations</td>
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<td>Multiple within US</td>
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<td>Support requests per year</td>
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<td>Unlimited</td>
</tr>
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<td>Phone support (Toll free)</td>
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<td>24 x 7</td>
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<tr>
<td>Service portal &amp; email support</td>
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<td>✓</td>
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<tr>
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<tr>
<td>Troubleshooting lab</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Response charter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone response (regardless of severity)</td>
<td>80% within 90 sec</td>
<td>90% within 90 sec</td>
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<tr>
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<td>2 Hours</td>
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<tr>
<td>Status updates</td>
<td>Standard</td>
<td>Enhanced</td>
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<tr>
<td>Service account management</td>
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</tr>
<tr>
<td>Regular case reviews and reporting</td>
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</tr>
<tr>
<td>Escalation management</td>
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<td>✓</td>
</tr>
<tr>
<td>Hardware repair and exchange</td>
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</tr>
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<td>Hardware repair (up to 10% of devices covered)</td>
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<tr>
<td>Advanced exchange</td>
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<td></td>
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<tr>
<td>Next business day delivery</td>
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<tr>
<td>Accidental damage coverage</td>
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<td></td>
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<tr>
<td>Supported device limit</td>
<td>5,000</td>
<td>10,000*</td>
</tr>
<tr>
<td>Ordering Information</td>
<td>MI-OVCPAA</td>
<td>MI-OVCPAB</td>
</tr>
</tbody>
</table>

* Expandable with Additional Named Caller option
1.1. Named Callers

Named Callers (“Designated Contacts”) are employees of your organization who you authorize to create and request updates on service tickets. Named Callers should have administrator rights and authorized access to the back-end mobile infrastructure that integrates with Samsung’s devices and products. Named Callers must be knowledgeable and have technical aptitude in those systems, if in Samsung’s reasonable opinion a Named Caller lacks experience or training, the Customer may be required to replace that Named Caller. Customers will be asked to designate a primary contact and the name, phone number, and e-mail address of those designated callers (named contacts) upon purchasing a technical support offering.

To safeguard your company confidential information and ensure optimal case management, only the Named Callers will be authorized to contact the Samsung technical support team. Anyone not on the Named Caller list for your organization will be referred to the primary named contact for your organization, who can then request the caller be added to the named caller list, as long as that user does not exceed the maximum number of named contacts to the support level purchased. If the new user would exceed the maximum number of named contacts, then the primary contact can request a substitution of an existing named caller which will then come into effect 14 days after written notice to Samsung.

Advanced Technical Support customers receive 2 (two) Named Callers. Elite Technical Support customers receive 6 (six) Named Callers and have the ability to purchase additional Named Callers using the Additional Named Caller option in section 6.

1.2. Supported locations

Support is provided for devices located in the United States, and with Named Callers whose operating hours are within 8am to 8pm Eastern Time, Monday to Friday (excluding national holidays). Samsung does not restrict the number of sites or locations within the United States a customer can receive support for.

Advanced Technical Support is available for customers with up to 5,000 Samsung mobile devices. Elite Technical Support is eligible for customers up to 10,000 Samsung mobile devices, but each Additional Named Caller purchase expands the size of an eligible organization by 5,000 Samsung devices.

1.3. Unlimited support requests

For new support requests received, Samsung will open a support request, provide the support request number to the Named Caller and confirm the Customer’s incident severity.
To ensure prompt handling, please ensure you have the following information available when submitting a request:

- Service ID
- Contact info including name, email address & phone number(s)
- Previously assigned Support Ticket, if applicable
- Description of issue and expected behavior
  - The experienced behavior
  - Business impact of the issue
  - Duration issue has been occurring for
  - Can the issue be reproduced
- Impacted device information
  - Carrier
  - Device model number
  - OS, build number
- Number of affected devices
- Other pertinent detail (EMM/MDM, mail system, apps, comments)

**Tier 3 Technical Support contact information**

- Phone number 1-844 227-3249, must have Service ID
- Email — SBSsupport@sea.samsung.com
- Portal — create, track, and manage tickets http://www.samsung.com/BusinessSupport

Samsung will use commercially reasonable efforts to resolve a Support ticket but makes no guarantees that a specific support ticket can be resolved. Successful resolution may require devices to be upgraded to the current versions of software. Samsung reserves the right to: 1) determine the final resolution of all reported incidents; and 2) close a support ticket without further responsibility or liability if customer does not provide appropriate feedback to Samsung within five (5) business days of receiving a workaround for a problem, or if Customer fails to respond to a request for additional information within five (5) business days.

**1.4. Toll free phone support**

Our Technical Support team of experts is available during business hours 8am to 8pm, Eastern Standard Time, Monday to Friday, excluding national holidays. Customers purchasing Elite Technical Support also receive out of hours on call coverage 24x7 for urgent severity issues. Samsung reserves the right to record phone conversations for quality purposes.

Samsung will validate users prior to providing services. Users not attributed to a valid support entitlement will be required to purchase incident based technical support, or redirected to Samsung’s general contact center for Manufacturer’s Warranty support.
1.5. Service portal and email support

The support portal provides a single location for users to
- Search knowledge base articles
- Create new support tickets
- View open and closed tickets created by yourself or your colleagues
- Update open tickets

Upon purchasing a support contract the Named Callers assigned to that account will be emailed a request to set up their account. Named Callers will be required to use their corporate email address for log-in and the provided password. Information on setting up your Service Portal account and submitting tickets are covered in Section 7 of this document.

1.6. Single point of contact, ownership and responsibility

Samsung provides direct access to an experienced team of mobility experts who will act as your single point of accountability providing advanced troubleshooting, collaborative support with 3rd parties, issue management towards resolution and regular status updates. Additional information on Samsung’s response charter is provided in Section 3.

Onboarding
To aid in providing ownership and responsibility, you will be contacted at the beginning of the support engagement to document and understand your requirements for support services. To help expedite issue resolution and in adherence with your security policy, Samsung requires the completion of a customer environment questionnaire and EMM logs (if available) providing IMEI information on your environment.

As part of the onboarding process Samsung will review the Technical Support Tools and processes available as well as guidance on developing a support strategy so your support team has visibility and required knowledge about tools and processes in order to be able to maximize the benefit of our support offerings.

1.7. Troubleshooting lab

The Technical Support troubleshooting lab is used to simulate a customer’s issue environment, helping identify root cause and test workarounds prior to implementation. The lab is equipped with advanced engineering hardware and software components to troubleshoot a wide variety of issues that exist in mobile ecosystem. This includes setting up virtual lab configurations to emulate customer’s complex deployment and integration scenarios across major EMM/MDMs, Active Directory, and Wi-Fi.
2. Response charter

2.1. Severity definition

**Level 1 (Urgent)**
The supported product is not operational. A significant number of Users are impacted. No workaround is immediately available.
Examples of Severity Level 1:
- Supported product is down or halted, severely impacting normal business operation.
- There are an inordinate number of incidents over a short period of time in a high-impact environment.
- Loss of service on 1 or more Third party Software solutions.
- Loss of service or productivity to a C-Level executive

**Level 2 (High)**
Widespread or sporadic impairment of the supported product. The incident is impacting a moderate number of users and is affecting normal business operation, but workarounds are available.
Examples of Severity Level 2:
- Supported product performance degradation.
- Incident highly impacts Customer’s ability to do work, but development or production can continue for a reasonable amount of time before incident becomes critical.

**Level 3 (Normal)**
An incident that causes impairment to portions of the supported product. The incident impacts a small number of users and minimally impacts normal business operation.
Examples of Severity Level 3:
- Low impact with acceptable work-around in place.
- Occurs intermittently, inconsistently.

**Level 4 (Low)**
An incident that causes minor impairment to portions of the supported product. The incident has little or no impact to users and normal business operation. This category can apply to support of a general nature.
Severity Level 4 situations include:
- Customer has a "how-to" question.
- Configuration change.
2.2. Response times

Advanced and Elite Technical Support provides access for your IT team, with the expectation that first line support activities (Tier 1 & Tier 2) to resolve basic end user support incidents have already been completed.

At Samsung we believe that your time is important, so regardless of your case severity, if you call our support team our goal is to answer within 90 seconds, during business hours.

### Phone Support response

<table>
<thead>
<tr>
<th>Severity</th>
<th>Advanced</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>80% of calls within 90 Seconds</td>
<td>90% of calls within 90 Seconds</td>
</tr>
<tr>
<td>Severity 2</td>
<td>80% of calls within 90 Seconds</td>
<td>90% of calls within 90 Seconds</td>
</tr>
<tr>
<td>Severity 3</td>
<td>80% of calls within 90 Seconds</td>
<td>90% of calls within 90 Seconds</td>
</tr>
<tr>
<td>Severity 4</td>
<td>80% of calls within 90 Seconds</td>
<td>90% of calls within 90 Seconds</td>
</tr>
</tbody>
</table>

Samsung recommends Severity 1 & 2 support cases are created by calling directly into the Tier 3 Technical Support team with the full issue details to initiate troubleshooting and issue management.

### Email / Portal response

<table>
<thead>
<tr>
<th>Severity</th>
<th>Advanced</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>1 Business Day</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Severity 2</td>
<td>1 Business Day</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Severity 3</td>
<td>1 Business Day</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Severity 4</td>
<td>1 Business Day</td>
<td>2 Hours</td>
</tr>
</tbody>
</table>

### 2.3. Status updates

New support requests are assigned a ticket number to manage the issue. Customer issues severities are mutually agreed with the Named Caller who initiated the request. Samsung’s standard status schedule is dependent on severity, although customers can request a longer status interval than specified.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Advanced (Standard)</th>
<th>Elite (Enhanced)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>4 Business Hours</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Severity 2</td>
<td>1 Business Day</td>
<td>12 Hours</td>
</tr>
<tr>
<td>Severity 3</td>
<td>2 Business Days</td>
<td>2 Business Days</td>
</tr>
<tr>
<td>Severity 4</td>
<td>5 Business Days</td>
<td>5 Business Days</td>
</tr>
</tbody>
</table>
3. Support coverage

3.1. Troubleshooting device and connectivity issues

No other company understands Samsung hardware better than Samsung. With a detailed understanding of our devices and escalation paths, our team of experts is best suited to resolving questions and Samsung device interoperability issues.

Having access to new products prior to launch enables our experts to be ready to assist you in introducing the latest mobile technologies into your environment. They are able to guide customers through the changes introduced in new platforms and updated configurations that may be required to support your corporate standards.

Our experts can assist in troubleshooting issues involving device displays, chipsets, cameras and performance issues such as battery and memory management. They can also assist in connectivity and location service issues including GPS, NFC, Modem, Wi-Fi, VPN, Bluetooth and cellular connectivity including dropped calls.

3.2. Device OS support

Advanced and Elite Tech support provides direct access to our team of mobile operating system experts. They are available to assist your IT team with the constant evolution of new mobile operating systems and releases, by maximizing the benefits and capabilities for your organization. With our experts in-depth knowledge of mobile operating systems, they can address questions or interoperability challenges posed with migrating mobile operating system versions, software and security updates, E-mail synchronization, device encryption and certificate based authentication.

3.3. EMM/MDM Interoperability

Enterprise Mobility Management (EMM) / Mobile Device Management can create challenges for IT teams integrating new devices or OS, with years of experience with most major EMM platforms our team can augment your IT staff by providing in depth troubleshooting and offer guidance on the best configuration settings for your environment to meet your mobility needs. Our experts are able to supplement your existing EMM vendor’s support, providing collaborative support by acting on your behalf to identify root cause with your EMM/MDM vendor. Although Advance and Elite Technical Support do not replace your EMM vendors support or provide maintenance patches for the EMM.
You may request that Samsung initiate support requests on your behalf to your chosen MDM software provider. In order for Samsung to initiate these requests, Samsung asks that you provide any required authorizations (for example, agency letters or non-disclosure terms) to your MDM software provider so that we can contact the MDM Software provider on your behalf. We also will need to share certain information with the MDM software provider, including device logs for the purposes of providing the Services. Once you and your MDM software provider have confirmed that Samsung can initiate these requests, please forward a copy of your support terms and the authorizations to your Samsung account manager. Once the authorizations are in place and Samsung has received your support terms, Samsung will use commercially reasonable efforts to resolve your support requests with MDM Software providers in accordance with your support terms.

If a problem arises with the MDM Software, and we are unable to resolve a problem ourselves, Samsung will contact your MDM Software provider and create a “problem incident” or “trouble ticket” on your behalf. Samsung will follow the process set forth in your support terms and will monitor the problem resolution process on your behalf until the MDM Software provider has provided a resolution, steps towards a resolution, workaround, configuration changes, or escalation of a bug report in accordance with your support terms.

3.4. Collaborative support for enterprise applications

Enterprise applications can have complex interactions with mobile devices and the operating system, with a constant cycle of OS upgrades, new mobile platforms and upgrades to the applications themselves.

Our team of experts can assist in interoperability challenges with common enterprise applications. Collaborative support provides assistance with device and application configurations, in order to help identify when application performance does not meet expectations on Samsung’s mobile devices. This does not include support of the application itself or the deployment of the application in your environment. Samsung may require a licensed copy of the application to be provided. If the enterprise application integrates into your back-end systems, then access to those systems may also be required for effective root cause analysis and issue resolution.

3.5. KNOX Workspace enhanced technical support

Advanced and Elite Technical Support can augment your existing Knox Workspace support, with an enhanced response charter and direct access to our team with expert knowledge of Samsung’s Knox platform. Knox is a defense-grade security platform built into our latest mobile devices, protecting the integrity of the entire device, from the hardware to the application layer. Knox Workspace can integrate directly into your EMM solution as an enhanced on-device container to isolate business
and personal applications and data. Our support team can augment your team with the increased level of knowledge required to expedite troubleshooting and interoperability. Enhanced Technical support requires an active Knox Workspace license subscription, which is not included as part of this support offering.

3.6. KNOX Customization configurator enhanced support

Enhanced technical support for Knox Customization Configurator (KCC), providing troubleshooting assistance to IT admins utilizing the web based service to deploying configurations and bulk applications to enrolled devices. Our team can provide assistance in remediating issues with devices being enrolled via the web portal and the enforcement of settings over-the-air, even after factory reset. Enhanced support requires existing KCC license and support entitlement.
4. Elite - Support account management

In addition to 6 Named Callers Elite Technical Support also gives you access to an assigned Support Account Manager (SAM) who serves as an extension of your team, working closely with the entire Technical Support organization to help ensure consistent management and prioritization of your critical support issues and mobility projects. Our goal is for the SAM to be your company’s trusted advisor and advocate within Samsung.

The SAM can assist in expediting cases within the Technical Support helping bring the right resources to bear and assisting in escalating support tickets. The SAM is not just reactive in nature; they can collaborate with you and your senior management to proactively review your mobility deployment strategy, identify challenges that could occur and suggest remediation approaches and solutions to those challenges before they impact your business.

4.1. Regular reviews

The SAM will arrange a mutually agreed schedule of regular service reviews to help ensure the best level of service is being delivered. The reviews will provide a summary of activity levels, resolutions, as well as deeper dives into specific cases and discussions on open issues and deliverables. Detailed account reviews can be presented to customer executives on a monthly, quarterly and annual basis.

4.2. Case management

The SAM will organize cases according to business needs / business impact and work to align support resources appropriately. Customer’s submitted cases receive a special level of effort within the support systems to ensure those cases are handled in the required manner. The SAM is able to effectively communicate case priority and urgency by aligning cases to actual business requirements that are well documented and understood by the entire Technical Support organization.

4.3. Escalation management

The customer has the ability to escalate any case or service issue directly to their SAM. The SAM will work with resources within Technical Support and R&D and report progress to the customer. The SAM will also determine if any additional levels of internal escalation are warranted. Escalation directly to the SAM provides a single point of contact within Technical Support and allows the SAM to coordinate the escalation activity on the customer’s behalf.
5. Per incident support

Customers calling into support that do not have a valid support entitlement or authorized Named Caller will be directed to Samsung’s Consumer support. Customers wishing to receive Tier-3 technical support have the option to purchase a single per incident pack (MI-OVCSA2). Incident packs can be purchased from your reseller or by credit card over the phone.

**Up to 8 hours of troubleshooting**

Purchasing per incident support allows the caller up to 8 hours of case handling time by a Samsung expert, to work on a single incident. A single support incident is defined, at Samsung’s sole discretion, as a discrete problem whose origin is deemed to be isolated to a single root cause. Samsung will undertake to resolve the issue using commercially reasonable best efforts but does not guarantee that a support incident will be resolved, or that the incident will be resolved within the 8 hour period.

If the incident requires more than 8 hours to resolve, then Samsung will request an additional single per incident pack to be purchased, or an annual support contract. If the incident is resolved in less than 8 hours, any remaining time is not transferable to another incident.

**Credit to an annual contract**

Customers who purchase per-incident support can receive a credit of up to the purchase price, or list price of the per incident offering, whichever is lower, against the list price of one year of an Advanced, Elite or Elite Plus annual support contract, as long as that purchase is made within 30 days on the per-incident purchase.

6. Additional Named Callers

Elite Technical Support provides support for customers with up to 10,000 Samsung devices in their environment. Customers with more than 10,000 Samsung devices are required to purchase additional device coverage. The Additional Named Caller option (MI-OVCSA1), can be purchased multiple times and each purchase adds 1 Named caller and expands coverage by 5,000 additional Samsung devices for one year. An organization with 20,000 Samsung mobile devices would require the initial Elite purchase and two purchases of the additional named caller.

The Advanced Technical Support provides up to 2 Named Callers and support for organizations with up to 5,000 Samsung mobile devices. Advanced Technical Support cannot be expanded with the Additional Named Caller option.
7. Setting up your Technical Support online account

Samsung Service ID number

Samsung validates users based on their name and the telephone number used to call Samsung.

If Samsung cannot validate a user based on the primary/alternate telephone numbers registered for that user then Samsung Business Services will request your companies Service ID. If the caller is a new user they will be added to the companies list of named callers as long as that user does not exceed the maximum number of named contacts to the support level purchased.

Your Samsung Services ID number will be sent to you upon your organizations first purchase of Services.

Support Portal setup

Upon logging in the user will be prompted to create a new password.

Password requirements

- Must be different than the previous 5 passwords
- Must be at least 6 characters
- Must include letters in mixed case and numbers
- Must include a character that is not a letter or number
- Expires after 90 days
7.1. Reporting and resolving product problems

Submitting a Support ticket online

To create an Online Service ticket, log in to the support portal

- Click **Submit a request** at the top of the page.
- In the Subject line field, please enter a brief summary of the request.
  - As you enter a subject a list of suggested articles in the knowledge base will appear. Click the article to investigate information about your topic; an answer may already be available.
- In the Description field, please provide:
  - Description of issue and expected behavior
    - The experienced behavior
    - Business impact of the issue
    - Duration issue has been occurring for
    - Can the issue be reproduced
  - Impacted device information
    - Carrier
    - Device model number
    - OS, build number
  - Number of affected devices, approx. % of total mobile deployment
  - Other pertinent detail (EMM/MDM, mail system, apps, comments)
- Set the business priority for your request.
  - More information and examples for use in setting the business priority can be found in the knowledgebase article “Setting your Business Priority” or in section 2 of this document.
- Add any attachments.
  - Up to 10 attachments can be added. The file size limit for each attachment is 20 MB.
- Click Submit.
Emailing support

Named contacts can also submit a support ticket to Samsung by sending an email to the following email address:

SBSsupport@sea.samsung.com

Subject line

If you are sending an email to request the creation of a new support request then please provide a brief summary of the request as the subject line of the email.

If your email is in regards to an existing support request, then please respond to the existing ticket thread to avoid inadvertently opening a new ticket.

Email body

Section 1.3 of this document provides a list of information that should be included in the body of the email to assist in the resolution of your support request. Please provide as much detail of the issue/request as possible, to avoid any unnecessary delays due to requests for additional information.

Please also provide a summary of the business impact to help ensure the request is handled at the correct business priority level.

Attachments

Additional information such as screen shots and log files can be attached to the email request.

To ensure correct delivery of the email request the total size of attachments should not exceed 5MB and be limited to a maximum of 10 attachments.
7.2. Managing support requests

Samsung provides access to our online ticket and knowledge management website [http://www.samsung.com/BusinessSupport](http://www.samsung.com/BusinessSupport)

**Tracking your support requests**

You can use the Samsung Business Portal to track your support requests.

- Click your profile icon on the upper-right side of any page
- Click **My activities**.
- By default, the page displays all requests that are open or are awaiting your reply.

In the online portal, an “open request” is a request that’s been assigned to an agent who is working to resolve it.

A request “awaiting your reply” is a request that’s been assigned to an agent, but the agent is waiting for more information before resolving the request.

To see details about a request,
- Click the request title

To see a filtered view of all requests, including pending requests,
- Enter a search term in the **Filter Requests box** or select a request status from the Status menu.
Tracking your organization’s support ticket

To track your organization’s support tickets

- Click your profile icon on the upper-right side of any page
- Click My activities.

- Click the Organization Requests link on the My Activities page to see all the requests in your organizations.

To see details about a request, click the request title.
You can add comments to any request submitted by your organization.

Closing a support ticket

Designated contacts can withdraw a request by marking it as solved, but the request must be assigned to an agent before you can mark it as solved. You can also reopen a solved request by creating a follow-up ticket.

To mark a request as solved

- Click your profile icon on the upper-right side of any page, and then click My activities.
- Click the title of an open request to open it.
- Select the option on the lower side of the request to mark it as solved.
- Enter any comment you want in the reply and click Add Reply.

A support incident will be classified as resolved when the Designated Contact assigned to that support incident confirms they have received one of the following:

- Information that resolves the issue;
- Information on how to obtain a software solution that will resolve the issue;
- Notice that the issue is caused by a known, unresolved issue or an incompatibility issue with the supported product;
- Information that identifies the issue as being resolved by upgrading to a newer software release for the supported product;
- Information that isolates issue to a third-party product, not supported by Samsung.
Creating a follow-up to a solved request

Creating a follow-up to a solved request
- Click your profile icon on the upper-right side of any page, and then click My activities.
- Click All my requests in the sidebar.
- Click the title of a solved request to open it.
  Tip: If you have a long list of requests, filter the view by selecting Solved from the Status menu.
- Click the link on the lower side of the request to create a follow-up request.
- Complete the follow-up request and click Submit.


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