MiCloud by RingCentral/Sky by RingCentral Technical Support
DIRECT ENGAGEMENT GUIDE

How to prepare for a Technical Support call?

☐ Completed Basic Troubleshooting

☐ Reviewed KB articles for potential solutions

☐ Review Case Management checklist

Case Management Customer Checklist

#4	Description
1	Clear and concise case subject
2	Provide detailed case description of the issue
3	Document troubleshooting steps and all critical details
4	Provide screenshots if applicable
5	Provide Call ID (GUID) if possible. Specific example (date, time and Extensions involved

How to receive support?

- New issues: Create case at https://oneview.mitel.com

- Live Chat – Must be logged in to https://oneview.mitel.com and viewing the Case in question.

- Call for P1 (System Down) issues:
  North America: +1 888 322 3822

  Check out the MiCloud/Sky Support

  Center for

  How To articles: https://oneview.mitel.com

For Customers with Cloud functionality:

Please check Trust for any widespread issues:

https://oneview.mitel.com/s/trust

Use Portal for self-service for authorized contacts:

https://portal.shoretelsky.com

How does Technical Support Respond?

Priority	Definition	Case Update Frequency
P3	Standard issues do not impact the ability to make or receive phone calls	48 hours
P2	Urgent issues impact an individual person that is unable to use ShoreTel phone service or is having a call quality issue	24 hours
P1	Emergency issues impact an entire location or have serious adverse effect on the client's business	4 hours

How to escalate existing issues?

- Is Technical Support not meeting its commitment?
- Is your issue not being addressed by Technical Support in an appropriate manner?

Call the Support Management Hotline:

2. Management Hotline (855) 200-0102.