



How to Contact - Interactive Banking Software Support

July 2021

Interactive Services Banking Support

Interactive Teller SW Support Process

NCR has made many improvements to the Interactive Teller SW support. NCR has expanded the support group and increased support hours. Also, if you have an issue with your Interactive Teller solution the team can help determine if the issue is hardware or software related.

- NCR now has a single number to call for support!
- Software Support Staffed 8AM to 8PM EST Mon thru Sat (Local Time)
 - ✓ Incidents can be submitted outside PPM (Principle Period of Maintenance) but will not be assigned and investigated until the next business day
- The NEW Interactive Operations desk is now in place
 - ✓ Quicker to answer phone calls
 - ✓ Perform an initial review of issues that are submitted via NCR@YS and Email
 - ✓ Triage and characterization of the problem
 - ✓ If triaged as a hardware issue, the team will assist with the CE dispatch
 - ✓ If triaged as a software issue the team will provide the answer if they can; if not, the team will assist in gathering the required information and logs then elevate the incident into our L3 Software Support team
 - ✓ CE can call back into this team if dispatched and they find a software issue when servicing an ITM

Incident Submission Options

- Interactive Banking SW Support Toll-Free #1.855.809.4347
 - ✓ Call the support number to speak with a representative
- IAT Characterization Form Submission to E- Mailbox
 - ✓ Email FinancialTeller.NCRSoftwareSupport@ncr.com using the Financial Teller Characterization Form
 - ✓ Incidents assigned during Principal Period of Maintenance (SW)
 - ✓ Mailbox covered 8AM until 8PM EST Mon thru Sat (Local Time)



➤ MyNCR , NCR@YS Portal

This tool allows incidents to be submitted via the web under the FI support login

- ✓ Issues can be submitted 24 x 7 and your incident id is assigned instantly. Incidents will be assigned to support consultant during your PPM
- ✓ Triage questions are populated so that all relevant information is collected at incident submission
- ✓ Logs can be attached at incident submission or via update option during the life of the incident
- ✓ Updates can be added and the support consultant is notified immediately via email
- ✓ All open incidents and updates within those can be viewed by any of the customer contacts with access
- ✓ All Open/Closed Incidents, Hardware or Software can be viewed

Priority Definitions & Response Times

- **Priority 1: Critical** - A problem that critically impacts your ability to do business. The system or principal business application is totally down, and no suitable workaround can be employed to recover the situation.
- Target Initial Response Time: 1 Hour
- **Priority 2: Urgent** – A problem that impacts your ability to do business, the severity of which is significant and, may be repetitive in nature. The problem impacts the function of the system, network or product.
- Target Initial Response Time: 4 Hours
- **Priority 3: Routine** – A minor problem that has little or no impact on your ability to do business. This priority also includes documentation errors and requests for changes (e.g. insignificant screen display errors, intermittent user faults).
- Target Initial Response Time: Next Business Day

If at any time an incident is not progressing to your satisfaction or a change in circumstance requires a priority increase, please escalate to the contacts below

- Tom Kosko - Interactive Banking Support Manager (USA & Canada)
tom.kosko@ncr.com Phone 770-813-3743

Mike George – Sr. Software Support Manager
mike.george@ncr.com

