Customer Business Impacts have been updated for Orchestra's Support Department. As Orchestra's Support Team has gathered initial feedback, the parameters described below have changed and may continue to be updated as the team strives to create an ever improving customer experience

Thank you for your flexibility regarding this living document. If you have any questions or concerns, please feel free to share those with the Support Team Member helping you with your request or by posting a suggestion on the Orchestrated Ideas Page. The Orchestrated Ideas Portal can be accessed via the corresponding tile in the Help Center Homepage.

Critical (Severity 1)	Critical issue that severely impacts your use of Orchestrated products and services. The situation halts your business operations and no procedural workaround exists.
	· Service is down or unavailable.
	· A critical feature / function is not available.
	In the case of a Severity 1 issue, Orchestra will allocate additional resources, otherwise occupied, to the resolution of your ticket. This will require the customer to have a dedicated representative available to work on the issue with an Orchestra Support Technician.

Major	Major functionality is impacted, or significant performance
(Severity 2)	degradation is experienced. The situation is causing a high impact to portions of your business operations and no reasonable workaround exists.
	· Your Orchestrated software is operational, but performance is slowed to the point of major impact on usage.
	· Important features of the software are not working, and there is no *reasonable* workaround; however, business can continue in a restricted fashion.
	In the case of a Severity 2 issue, Orchestra will allocate additional resources (if necessary), to the resolution of your ticket. We request that you have a dedicated representative available same day to work on this type of request.
Intermediate **(Severity 3)**	Intermediate severity implies that business is still able to proceed as usual, but an issue that is keeping users from operating the system at peak efficiency is apparent.
	· Reports or layouts need an update or are providing incorrect data.
	· There is no specific OR immediate due date for resolution, but an error or mistake needs to be corrected to ensure data quality.

Informational/Low Impact **(Severity 4)**	Tickets with Informational/Low Impact are meant to be of a simple "How to…" or "Can this…" style of request. · Tickets with little to no impact on running daily tasks. · Requests for a customized report or layout. · Requests for information on other Orchestrated products/paid add ons. · "How to" types of questions on system functionality that is non critical to daily tasks, and/or yet to be implemented.