

HOW TO CONTACT GLOBAL CTI CLIENT CARE



24 x 7 Customer Support Number (800) 854 - 4242

(For details on contacting Global CTI via phone please see page 2.)



For non-emergency request you can email Client Care at support@gcti.com

(For details on contacting Global CTI via email please see page 3.)



Access our Customer Portal please by visiting <https://gcti.myportallogin.com>

(For details on using our customer portal please see page 4.)

Contacting Client Care via Phone

24 x 7 Customer Support by calling (800) 854 - 4242

Contacting the Client Care Department	Call the Global CTI Client Care Department at the number listed above for the fastest response to your requests. A Client Care Representative will process your request promptly.
Standard Service: 8:00 AM to 5:00 PM Monday through Friday excluding holidays	Regular business hours are in Pacific time zone. Service "tickets" will be initiated at the time of your call, allowing our Client Care Department to track your requests and ensure the highest level of support.
After Hours/Holidays	Customers have the option of leaving a message, requesting the next available dispatch, or in an emergency, call out notification to the on-call Technician. Sending an email after hours or creating a ticket online via our portal <u>will not be viewed until the next business day.</u>
Emergency	If you request an after-hours call-out notification to the Technician on-call, you will be contacted within 1-hour. Note: After-hours charges for responses during non-business hours will apply in all cases except for those clients who have coverage as specified in their SLA.
Moves, Adds Changes	Contact Client Care by phone, email or via the Global CTI Customer Portal with your request. Please be prepared to provide details to the Client Care Representative regarding the nature of the changes needed including any time-of-day restrictions for completing the work.
Billing Inquiries	Contact Client Care during regular business hours. A Customer Care Representative will be happy to help with any billing questions.

Contacting Client Care via support@gcti.com

If you have an after-hours and/or an emergency, please call the Customer support line at (800) 854 - 4242.

Tickets submitted via email are only monitored during regular business hours.

Standard Service:

8:00 AM to 5:00 PM
Monday through Friday.

Regular business hours are in Pacific time zone.

Tickets submitted through support@gcti.com will allow the Client Care Department to create a helpdesk ticket. Our helpdesk is monitored throughout our business day by one of our Customer Care technicians and addressed within your contracted SLA.

In order to expedite your resolution time, please provide the following information:

- Title the email according to the issue you are having (i.e. Computer Freezing, Phones not connecting, etc.)
- Description of the problem
- How many people are affected.
- How long since you noticed the issue.
- If you have a screenshot, please include it.

After Hours/Holidays

Tickets submitted after hours **will not be viewed until the next business day.**

Emergency

If you have an emergency request it is best to reach us via phone by calling (800) 854-4242 and selecting the option for after-hours emergency. Any emails sent after business hours **will not be viewed until the next business day.**

Billing Inquiries

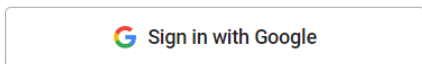
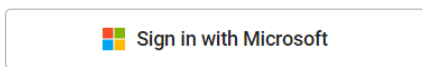
Email Client Care at Support@gcti.com. A Customer Care Representative will be happy to assist with any billing questions.

Contacting Client Care via the Customer Portal

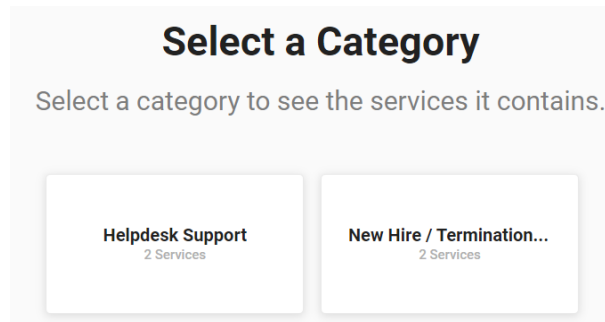
- Go to <https://gcti.myportallogin.com/> and you will be prompted to log in using either Microsoft or Google.
- Visit <https://cloud.gcti.com/owncloud/index.php/s/tGX3f6xVY3tyCXb> to view a Customer Portal tutorial.

Global CTI Customer Portal

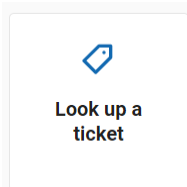
Welcome to your IT support portal. Sign in to create, update & review tickets.



- Once logged in you can submit a ticket by clicking the link provided on the webpage. You will be asked to select a category of either helpdesk support or a new hire/termination request.



- Please complete the template with as much information as possible when describing your issue. Please make sure you are providing the correct contact information when submitting your ticket.
- You can also view current open request and closed service requests by clicking on the look up a ticket link provided on the web page. *Please note that you will only be able to view tickets you personally have opened with us unless otherwise directed that you wish to view all tickets throughout the company. If you wish to view all company tickets, please reach out to the Global CTI Client Care Manager for access.*



Tickets
Tile layout view

[Create Ticket](#)

TICKET #	SUMMARY	STATUS	TECHNICIAN
#257273	Barracuda Backup Checkup	● Scheduled	Tim Morton
#256599	Monthly Maintenance	● Scheduled	Tim Morton

Key Contacts for Client Care Escalations

Client Care Manager..... Nelson Lopez (661) 716-3732
 Customer Experience Manager... Michelle Funaro..... (661) 716-3731
 VP of Operations Brian Brunette (949) 268-3407

Organization

The Global CTI key personnel information below is included to assist you in determining which of the Global CTI personnel might best be able to help you with any given situation:

CEO/President Senior Executive accountable for oversight of Sales & Operations of
 David Kaiser Telecommunications and Information Technology operations.

VP of Operations Responsible for all Operations functions throughout Central and
 Brian Brunette Southern California.

Customer Experience Managers Responsible for client relations with GCTI.

Client Care Manager Responsible for Customer Satisfaction, managing Field Service and
 Nelson Lopez Help Desk Technicians as well as Client Care Department.

Client Care Representatives Responsible for customer calls, tracking service orders, as well
 as dispatching Field Service and Installation Technicians

Field Service/Installation Technicians and Engineers Responsible for installation, maintenance, and repair of
 telecommunications and data network equipment.