



TECHNICAL SUPPORT USERS GUIDE



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1. Introduction

MasterYield has been created to understand the unique demands and requirements of the hospitality industry. We find ourselves in a constant updating process in order for our products to conform a useful and user friendly tool.

This Technical Support User Guide describes the support services provided by MasterYield to our customers and how they can best be accessed and utilized.

This document applies to support services which are contracted with/through and provided by MasterYield. For information regarding third parties support services provided by MasterYield, please consult our terms and conditions.

MasterYield shall regularly update this guide to reflect enhancements or changes to our services and policies. The most current version is available upon request.

2. Our Mission

At MasterYield Technical Support we listen and understand your needs. We are the face of MasterYield to our customers and our customers' best advocates.

Industry expertise, product knowledge, technical excellence combined with a listening ear, make us the best within our field.



3. Our Recommendations for a Successful Partnership

We recommend to all customers:

- Maintain a minimum of two team members who are familiar with the environment, applications and interfaces. If the support contact can be initiated via these team members, this will help MasterYield with troubleshooting actions and also help with the implementation of recommended solutions.
- Ensure that multiple users have access to our support contact options.
- Verify that you do not have any problems with your network, power, third party software or interfaces.
- Ensure that all team members who may contact support understand the scope and conditions of support, specially regarding prioritization, resolution and response goals, prior to opening a ticket.
- If at any time you do not understand a request or suggestion made by a MasterYield Support Agent, be sure to ask for clarification or more detailed explanation. We will be happy to help you.
- If something doesn't work as expected, we recommend checking the following generic items before opening a support ticket:
 - Attempt to reproduce the problem to ensure that this wasn't a once-off issue.
 - Check obvious items like cables, user and password, etc. Often, the solution lies in the process, not the software.
 - Where the problem is replicable, have any changes recently been made to your environment or operating system?

4. Hours of Operation

Support is provided 24 hours a day, 7 days a week, 365 days a year thanks to our team of specialists.

Support coverage outside of normal business hours (Monday to Friday from 8:30h to 16:30h) is limited to the mitigation of critical/urgent incidents that impede the normal performance of the establishment's activities.

For non-critical issues, we encourage our customers to reach out to us during normal business hours, when our technical team is fully staffed and our scope of coverage goes beyond critical issue mitigation.



**Tickets are regularly reviewed and attended in order of priority within our business hours (Monday to Friday from 8:30h to 16:30h) and only occasionally out of office hours.*

5. ¿How can you contact Technical Support?

You can report an incident via email or phone call.

Usually, higher priority cases are dealt with via phone call and medium and other priority cases are dealt with, ideally, via email.

If all our agents are busy, we will call you back as soon as possible. Anyway, we remind you that you can always contact us via email.

For the most efficient use of our services, we recommend providing the highest level of detail about your case.

Teléfono de contacto: +34 952 565 878.

Email de contacto: support@masteryield.com

6. E-mail

Every user of MasterYield can submit an email in order to report a problem.

Support tickets may be opened by sending an email to: support@masteryield.com

This will automatically generate a new ticket within our system and you will receive a response with the corresponding ticket number.

Any replies to this email will be automatically posted into the case for you. Thus, we can overview the case opening, investigation/development, as well as the case resolution.

**Tickets are regularly reviewed and attended by level of priority within our office hours (Monday to Friday from 8:30h to 16:30h) and only occasionally out of office hours.*

For a more efficient response, please include the highest level of detail about your case.



7. Incident Management Portal

You can access our online support hub (portal) via:

<https://desk.zoho.com/portal/masteryield/>

To obtain a login for the system, please speak to your support or account representative or send an email to support@masteryield.com. For customers in a multi-property/account environment, your login will give you access to the tickets generated for multiple properties/accounts.

When logged in, you have the opportunity to open, manage, update or even close a ticket.

8. Technical Support in Your Language

MasterYield provides technical support in Spanish, English and German, depending on your geographic location.

9. How to efficiently open a case

It is important that there be clear and effective communication between you and our Technical Support representative.

The first step in the process requires that you accurately report your problem. To begin with, we recommend to provide at least the following information in your email:

- Which establishment are you calling from; who is sending the email and your contact details.
- What is the problem you are experiencing.
- Include specific information, as detailed as possible (reservation number/invoice, date, expected amount, for example) or attach screenshots.
- In case of discrepancy between MasterYield and OTA's, providing a screenshot of the OTA's extranet for its analysis will be indispensable. OTA's accounts are private, thus, support members do not have access to such extranets.
- When referring to a previously opened case or if your query is about the follow-up of an opened ticket; mentioning the ticket number will be of great help. The ticket number is included in the automated email received when you sent the first email.



- When possible, reply to the thread of the email that contains the initial problem. This way, your case will be easier to be followed-up and solved. Avoid opening more than one ticket for the same opened case.

Providing this information initially could reduce considerably case resolution timings.

10. Customer Responsibilities

- Customers must be available to assist with the resolution of all incidents. In particular for high priority incidents.
- Ensure that support can connect to your site at all times using secure remote connectivity applications.
- Verify that settings/modifications made by our support team affecting online sales channels, are correct.
- OTA's account management is responsibility of the client.
- Maintain appropriate backups and test these to ensure that your backup sets are completed and up to date. For your own convenience, we recommend you to regularly store backups in a system or location different than the server (for example: store your backups in an USB device).
- Ensure that your internet connection is stable in order to maintain proper communication with Channel Managers and online sales channels, should you have them.
- Regarding third party products / integrations, it is the customer's duty to know and accept the corresponding contractual terms and conditions.



11. Incident Priority Levels

At MasterYield we strive to constantly improve our services and both our customer's experience and their guests.

We follow a 3-tier case priority structure, with high priority being the highest tier, followed by medium priority and other type of priority as last tier.

Priority	Description/Examples
<p>High Priority</p> <ul style="list-style-type: none"> ★ Critical incidents ★ Data loss ★ Systems down or not operational ★ Channel Manager communication failures ★ Overbookings 	<ul style="list-style-type: none"> ● Incidents which seriously impact reservations or finance and where non-resolution may lead to financial loss, including incorrect rates, availability, etc.. ● Any loss of data seriously affecting reservations. ● Any critical security related incidents.
<p>Medium Priority</p> <ul style="list-style-type: none"> ★ Partial system failure with significant impact ★ No-Workaround is available 	<ul style="list-style-type: none"> ● Operational problems partially affecting invoicing or reservations or, in general, errors which prevent concluding an



	operation that affects the whole in general.
<p>Other Priority</p> <ul style="list-style-type: none"> ★ Partial system failure with low impact ★ Reasonable workaround is available ★ Non-critical issues ★ Personalised requests 	<ul style="list-style-type: none"> ● Reports and Statistics errors. ● Creation of Rates. ● Personalised report requests.

The above priority matrix is used by our support agents to determine the correct priority level of each service request. The final decision with regard to the correct priority level assignment lies with MasterYield Technical Support.

**Outside of normal business hours (Monday to Friday from 8:30h to 16:30h), only high priority or urgent incidents that impede the normal performance of the establishment's activities will be attended.*

12. Incident Response and Resolution Goals

The below times refer to our response and resolution goals (during standard hours of operation, Monday-Friday, 8:30 - 16:30). We always strive to improve upon these goals and to resolve all service requests within as short time as possible.

We follow a 3-tier case priority structure, with priority 1- High being the highest tier. The following resolution matrix indicates the expected maximum time to respond to or to resolve a new case.



Priority	Response Goal	Resolution Goal	% Effectiveness
1- High	1 hour	2 - 3 hours	95%
2- Medium	2 - 3 hours	3 - 4 hours	95%
3- Other type of Priority	24 hours	Up to 48 hours	90%

**The above timing will serve as reference and may vary depending on complexity of the service request, as well as work volume of Technical Support Department and need of intervention from third parties within incident response and resolution.*

13. Exceptions

All service requests are a priority for MasterYield's Technical Support. Nevertheless, we must take into consideration that response and resolution timing could exceed expectations on the following cases:



- Cases during which the support agent is waiting for access to be provided to the customer systems or the application.
- Tasks related to an incident where the support agent may require additional information from the customer, i.e. approvals, user/password.
- Changes that require remaining in a monitoring state for any period of time before confirmation of resolution.
- Any subsequent escalation of the incident where assistance from product development is needed.
- The time during which support is waiting for support, assistance, information or access to third parties or where support is otherwise reliant on services provided by any third party company, i.e. Channel Manager or online sales channel.
- All incidents reported out of office hours that will not impede the normal performance of the establishment's activities.
- Feature enhancement requests.
- Programming or consulting issues out of the scope of Technical Support.
- Failure to follow customer responsibilities described in section 9 of this document.
- Hardware maintenance or time spent replacing or repairing hardware within the customer's facilities.
- Effective two-way communication is key. Cases without sufficient data may be returned to the customer for further clarification or documentation.

14. Scope of Technical Support

The following terms are included in our Technical Support's scope:

- Assistance with problems related to the normal performance of MasterYield.
- Guidance with procedural and system capability questions.
- Researching and reporting of defects to the development organization.
- MasterYield's configuration as well as contracted additional modules.
- Assistance with the identification of changes or workarounds that may need to be performed by the customer to correct the incident being reported.
- Connection with online sales channels, as long as the connection has being established through a Channel Manager contracted through MasterYield.



15. Items not Covered by Technical Support

The following items are not included in our Technical Support's scope:

- Specially in regard of:Gestión de servidores no contratados con MasterYield. Especialmente en lo referente a:
 - User management.
 - Remote connection configuration.
 - Maintenance and updating.
- Private account's management (not included in our corporate account) regarding both Channel Managers and online sales channels.
- Accessibility and internet connection within the customer's facilities.
- Functioning of printers out of MasterYield's scope.

16. Case Closure

An incident may be closed by MasterYield's Technical Support based on the following criteria:

- The customer has been provided with a solution, fix or workaround and acknowledges acceptance of the solution.
- Non response by the customer during a certain period of time to be considered by our Technical Support agent.

17. Product Lifecycle

As a standard, MasterYield's Technical Support will regularly update the software in order to have the latest version of the product.

This ensures that customers will receive the best possible support and are able to take advantage of the latest features, functionalities and security enhancements for our products.

18. Support Escalation Process

We are committed to solving every case in a timely manner. However, we recognise that at times, customers may experience problems that require a higher level of communication or



interaction. If you are not satisfied with the current plan of action for an active issue, you may request that your case be escalated to the team leader or even management. Place the request through the support agent currently managing your case.

19. Definitions

Affecting: the term “affecting” means the business process cannot be performed using one of the functions which were designed to handle the process or the process speed seriously affects the operation.

Development: issues that are beyond the scope of Support.

Case: a unique item that is submitted to support organization for their attention and/or resolution. This way may also be referred to a service request.

Resolution goal: the mean time it takes to resolve a service request. Expected resolution time will differ depending on the type of service request being opened and cannot be determined until the appropriate support specialist has reviewed the incident and selected the appropriate priority assignment.

Response time: this is the time in which MasterYield support will acknowledge receipt of the issue to the customer.

Seriously affecting: The term “seriously affecting” means the business process cannot be performed using any available system function (i.e. “workaround”) and therefore cannot be performed at all.

Service request: see case.

Ticket: see case.

Support: overall support services provided by MasterYield.

Urgency: the urgency of the ticket describes the impact that the customer places on the incident. This may or may not be in line with the priority which is defined by support based on the published matrix.



Incident: an unplanned interruption to an IT Service or reduction in the Quality of an IT Service. Failure of a Configuration Item that has not yet impacted Service is also an Incident.

Change: addition, modification or removal of configurations, processes, documentation, etc.

Third Party Services: Channel Managers our partners, additional modules, online sales channels.