

# Customer Support Escalation Sheet

**Ventis Consulting Group, Inc.**  
Your guide for reaching the right team

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## Support Hours

**Standard Hours:** Monday – Friday, **6:00 AM – 6:00 PM EST**




**Emergency Support:** 24/7 for contracted clients

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## Step 1: Submit a Support Request

### Method

### Details

-  Email      helpdesk@ventis.net (*auto-creates ticket*)
  -  Web Portal [ventisconsulting.com/support](https://ventisconsulting.com/support) (*login required*)
  -  Phone      Call **412-528-1711**, press **Option 3** (*voicemail creates a ticket*)
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## Step 2: Escalation Contacts

Escalation Level	Name / Role	Contact Info	Response SLA
Level 1	Helpdesk Team	 helpdesk@ventis.net  412-528-1711 (Option 3)	2 business hours
Level 2	Michael Miller, VP of Engineering	 mmiller@ventis.net  724-237-5055	1 hour (urgent cases)
Level 3	Greg Muiteer, President	 gmuiteer@ventis.net  724-612-4131	Immediate (high priority)

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## For Emergencies

If experiencing critical issues (e.g., network outage, security breach, system-wide failure):

 **Emergency Line:** 412-528-1711 (Option 3)

 **Also email:** helpdesk@ventis.net with **“URGENT”** in the subject line with detail in the body.

## Customer Support Escalation Sheet

*Emergency dispatch is billed at \$100/hour with a 1-hour minimum unless covered by a support agreement.*

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### **Tips for Fastest Resolution**

- Include screenshots, system/device names, and time of the issue
- Note who and what is affected
- Use clear subject lines in email (e.g., “Outage – Pittsburgh Office – Phones Down”)