New Support Model

Unified Frontline
(cross trained on limited issue types, help & how to)

NEW

Productivity and Email
(Office 365 & Hosted Exchange)

Voice and Unified Communications
(Cloud PBX, SIP Trunking & Conferencing)

NEW

Email & Apps
(Technical Product Specialist)

SecuriSync
(Technical Product Specialist)

HPBX
(Technical Product Specialist)

Hardware
(Technical Product Specialist II)

QoS
(Technical Product Specialist II)

Email & Apps
(Technical Product Engineer)

HPBX, IS & SIP-R
(Technical Product Engineer)

NEW

Email & Apps (x2)
(Sr. Technical Product Engineer)

Email & Apps
(System Administrator)

Voice Products
(Network Engineer/Development)