

Initiating a Severity Alert

Summary

This Job Aid covers:

[Sev 1 Alert](#)

[Sev 2 Alert](#)

[Sev 3 Alert](#)

This Job Aid supports the Super Agent audience, working for the benefit of a distributor. Agents may recognize potential network or system issues, which are affecting customers, prior to an alert coming from the Viasat NOC or Operations. This article outlines the types of Severity Alerts (also known as SEV Alerts), and how an agent responds when these issues arise.

A Super Agent's role is to gather information; others issue the Severity Alert.

Sev 1 Alert

What is a SEV 1 Alert?

A notification to Viasat NOC describing one of the following multiple customer issues that share similar characteristics, such as no connectivity in a geographic area (gateway/beam) multiple agent issues with system tools used to perform their roles, such as the Support Portal

Examples of Customer issues:

- Connectivity
- Modem Offline

Examples of Agent issues:

- Support Portal–Order Tab (only)

Recognizing a SEV 1 Alert

A SEV 1 Alert is characterized by a high volume of customer calls or agent complaints within a short period, which all describe the same issue.

Initiating a SEV 1 Alert

Correlate the reported information and notify the lead or supervisor. The lead/supervisor follows their procedure for notifying the NOC.

Sev 2 Alert

A SEV2 Alert is an issue affecting a single customer and follows the normal escalation path, depending on the issue.

Sev 3 Alert

What is a SEV 3 Alert?

A notification to Viasat NOC describing multiple agent issues with system tools that are not defined as SEV 1 alerts.

Examples of Agent issues:

- Support Portal–All tabs except Orders

Initiating a SEV 3 Alert

Correlate the reported information and notify the lead or supervisor. The lead/supervisor follows their procedure for notifying the NOC.