

Customer Escalation Process

InterVision has the processes and infrastructure in place to support the State of California's needs. InterVision will utilize the same enterprise processes for all offerings under the CALNET DNCS contract. Customers requiring case escalation should use the information below to escalate support.

Customer Request for Escalating Service Request Issues

1. Contact the InterVision Command Center by either calling 833.644.7401 or access the InterVision Case Management Portal.
2. Once the end-user contacts the InterVision Command Center, InterVision CALNET Engineers will work to address case specific issue with the customer, and will escalate the issue to the next level support as appropriate if necessary.

In the event of a critical outage, an Escalation should be requested.

State of CA Customer Service Center Escalation Contacts

Each Customer shall have specific engineer assigned as level 2 contact. This will vary by Customer

InterVision Escalation Contacts for the State of CA Service Center				
Level	Title	Name	Phone	Email
Level 1	IV Operations Center	On-Duty	833-644-7401	support@intervision.com
Level 2	SLA Manager	Zachary Hutton	314-392-6925	zhutton@intervision.com
Level 3	Customer Experience Manager	Nicole Villa	916-637-2139	nvilla@nwn.ai
Level 4	VP of Customer Experience	Kristin Scheidmantel	916-637-2169	kscheidmantel@nwn.ai

*Assigned Engineers shall be assigned on a per customer basis. Engineers are assigned by technical expertise & background

InterVision Internal escalation process: If an issue is not resolved at Level 1, the Command Center shall escalate the issue internally to their Level 2 Engineering support. In rare cases where the Engineer cannot resolve, the

Customer Experience Manager maybe engaged to leverage additional engineering resources. The Customer Experience Manager shall oversee agility of the request and timeliness of resolution. Escalation contacts will be available 24x7

State of CA Account Team: Contract Escalation Contacts

InterVision Contract Escalation Contacts for the State of CA Account Team				
Level	Title	Name	Phone	Email
Level 1	Contract Program Manager (CPM)	Kathy Thomas	916-637-2185	kthomas@nwn.ai
Level 2	Director of Client Engagement	Andrea Rohmann	916-206-0236	arohmann@nwn.ai