

Frequently Asked Questions – Live Support

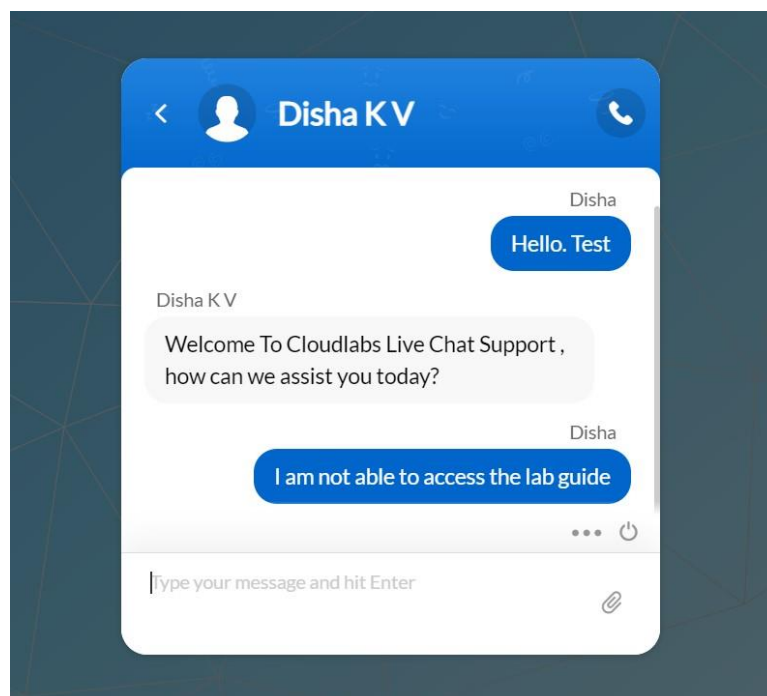
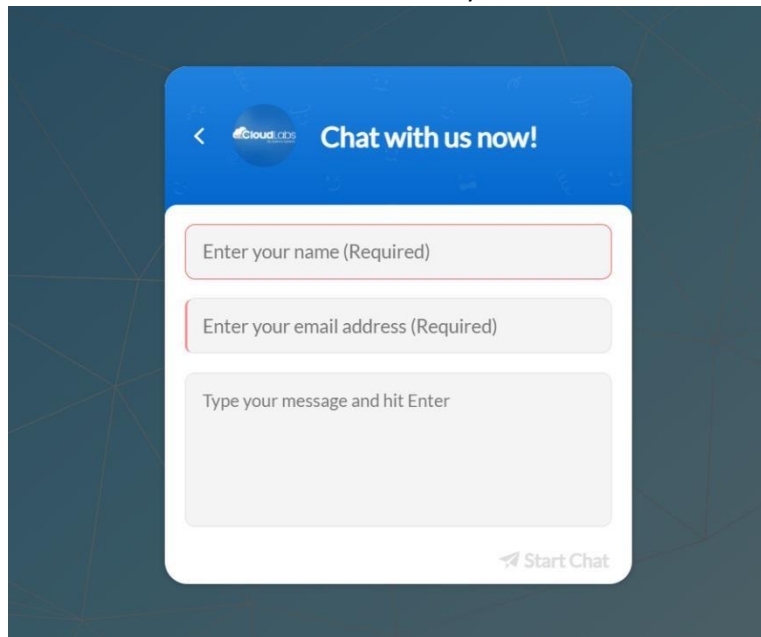
General:

Q: What is a new link for Chat support?

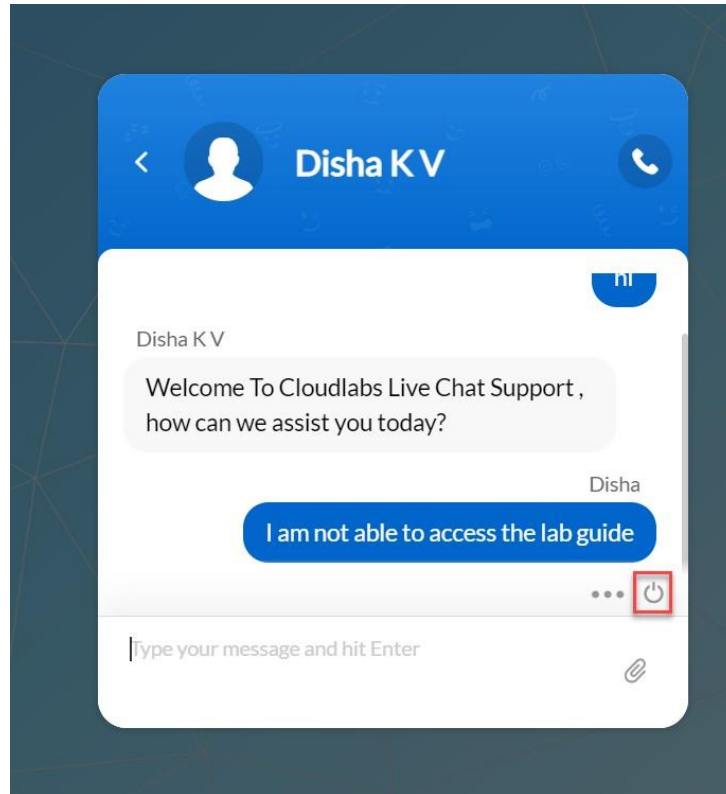
- Please refer <https://cloudlabs.ai/ms-support> to access Chat support system.

Q: How to interact with live support tool?

- Enter the details mentioned in the chat box and you can start the conversation.



To End the Conversation, please click on End Button on the bottom right corner of the chat box.

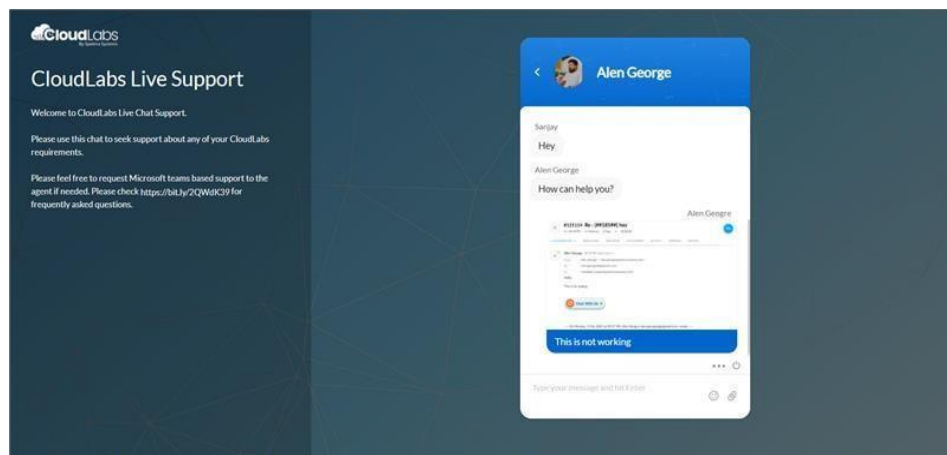


Q: Do you need to wait for the chat/call to get connected?

- CloudLabs support is available 24x7 for your support. The chat will be accepted Immediately by our Support Experts within 60 seconds.

Q: How do you Send Error Images on the Chat Window?

- You can go ahead, and normal Copy & Paste (**Ctrl+C Ctrl+V**) and the error message would be pasted as per the screenshot below



Q: What if you have any have additional questions?

- Please contact support using our support email address provided by your program contacts. If you do not have a specific email address, please reach out to cloudlabs-support@spektrasystems.com

Q: What browsers does the application work best with?

- For best results, we recommend using Edge stable release, Chrome (22+), Safari (5+), Firefox (16+)

Q: What are support medium options available?

- You can reach out to Spektra support via Live Chat, Email or teams.
- Please contact support using our support email address provided by your program contacts. If you do not have a specific email address, please reach out to cloudlabs-support@spektrasystems.com
- If you need support via Teams, please request agent for a Teams meeting link using the live chat support functionality.

Q: How can Instructor get access to the lab environment for readiness prior to the event?

- Lab endpoint details are shared two weeks prior to the actual event date. Instructors can use same lab activation details to launch a lab instance to familiarize themselves with the lab environment.
- Deployment could take around 35 minutes to 2 hours when you try out prior to the event day (as standby instances are not available)
- Your instance will be ready only after the deployment time. If your instance is not ready, even after the expected deployment time, please reach out to support at cloudlabs-support@spektrasystems.com with Lab title, Unique ID or reference for the lab.
- At times, we have seen temporary deployment failures issues. In such cases, CloudLabs support cleans up the failed deployments and start a new one. This will happen automatically without you requiring contacting support. Please contact support in case of any additional questions or issues.

Q: If deployments fail, will it have an impact on the actual event day?

- One the actual event day Spektra team will plan to provision more instances than required depending on the deployment success rate during the last one week. This way we will have

the expected number of instances ready, even if few deployments fail due to temporary issues.

Q: Are there any support best practices that instructors should follow?

- If you need help with two different events, create separate support tickets for them. Do not include both in a single email.
- If you have a support need prior to the event, please send a separate email for each issue. Each email goes to the support queue which is then addressed as per communicated support process and SLA.
- If a ticket is closed but you still have additional questions, you can reply to the same email, it will reopen the ticket in the support queue. If you do this, please include all open items in the latest thread, so that our Support team do not miss on the previous asks.
- Instructors will get lab activation details (email from noreply@cloudlabsai.net or details in MS Teams App) two weeks prior to the actual event date. If you didn't receive details within two weeks, we suggest checking Junk / Clutter first. If you still do not find it, please raise a support ticket.

Q: What if Instructor do not know the Unique ID for my event?

- Please reach out to your program contact to get the Unique ID or lab reference number. Spektra team will not be able to provide support, w/o the Unique ID.

Q: Do attendees need to wait for instance deployment on the event day?

- Learners will get lab environment as soon as they register. There is NO wait time for attendees for lab instances on actual event day.

Q: What if Instructor didn't receive the bit.ly link email?

- Check for emails from noreply@cloudlabsai.net
- If you do not find email, you can reach out to cloudlabs-support@spektrasystems.com or your unique support email address if available with Lab Name, Unique ID and can ask for the details.

Q: What if Instructor would want to screen share?

- Please request agent for a Microsoft Teams meeting link for sharing screen.

Q: What if the instructor environment got deleted?

- Deleted environment cannot be recovered. You can reach out to cloudlabs-support@spektrasystems.com with Lab name, Unique ID and can request for a new environment.

Q: What if the instructor wants to test the environment before event date?

- Instructor can sign up for the lab environment using the lab activation details (i.e bit.ly link and activation code) which we have already provided over email. When the instructor sign up the lab for testing, would need to wait for some time to get environment ready.

Q: What the instructors should do if the lab registrations are closed?

- Please contact support via your preferred method.

Q: What if the instructors want to connect over teams?

- You can request a unique teams meeting

Q: What if the I want new labs to be available on the platform?

- If the partners want new labs to be available on the platform, they can reach out info@spektrasystems.com mentioning their requirements. We will check on the request internally and will get back to the partner accordingly with an update.

Q: What if the instructors want to connect over an audio call?

- An audio call option is available as soon as the instructor access our live chat support. Our support specialist will be there to attend the call and to resolve the issues the instructors are having.

Q: What are some items that Spektra team do not support?

- Spektra will not prioritize tickets for demo or test environments for events that are more than two weeks out.

Q: What if instructors have additional questions?

- Please contact support at cloudlabs-support@spektrasystems.com or your support dedicated support email if provided.

Q: What is the escalation matrix?

- Level 1
 - Daniel Ranjit - daniel@spektrasystems.com
- Level 2
 - Hemalatha Prasanna Kumar – hema@spektrasystems.com
- Level 3
 - Amit Malik – amit@spektrasystems.com
 - Manesh Raveendran Pillai- manesh@spektrasystems.com