

After-Hours Customer Escalation Process

- **New Issue**
 - Open a new ticket by emailing support@candata.com indicating urgency
 - If you get the after-hours automated response
 - reply with the word “CodeRed” in the email body. This will escalate an incident to our PagerDuty rotation team.
- **Existing Issue becomes Urgent / Rush Time Critical after hours**
 - Reply to the existing ticket with the word “**CodeRed**” in the email body. This will escalate an incident to our PagerDuty rotation team.
- **After Hours by Phone**
 - 416-493-9020 Ext 2 (for support) and leave a voice message indicating the issue and the urgent nature
 - If urgent please clearly state URGENT in the voice message
 - All phone messages left create both a voice recording and transcription in our after hours PagerDuty system

