

# McAfee Corporate Support Enhancements

## Frequently Asked Questions

**Q. Who or what is the McAfee® Customer Success Group?**

**A.** The McAfee Customer Success Group (McAfee CSG) encompasses three groups, united as one—technical support, consulting services, and education services—all focused on proactively ensuring you achieve your desired security outcomes through your deployment and use of McAfee solutions. With you, our customers, at the core, our new McAfee CSG focuses holistically on you and how you can be successful.

**Q. What is McAfee CSG doing to put you, our customers, at the core?**

**A.** McAfee CSG is working to transform and improve the customer experience by changing the way we interact with, support, service, and educate you. This transformation consists of a series of enhancements to our people, processes, technology, and offerings.

The aim of this transformation is to help you make the right decisions as you evolve your security maturity, from device to cloud, so you may achieve your desired outcomes from your McAfee solutions. The first phase of this journey encompassed launching the new McAfee Customer

Success Plans: [McAfee® Premier Success Plan](#) and [McAfee® Enhanced Success Plan](#). The next phase of this journey provides enhancements to McAfee Corporate Support, which includes optimizing the Service Request process, providing quicker access to subject matter experts, and improving resolution time.

**Q. What are the details of the enhancements?**

**A.** The details of the enhancements include:

- Simplified Service Request submission process, with Severity Assessment Questions, that will help assess impact and severity of your Service Requests
- Ability to submit high-severity (Severity 1 and Severity 2) Service Requests online and receive prioritized phone assistance for those requests
- Expanded, global Technical Support resource availability
- Single case owner for Service Requests, from creation to resolution
- Phone lookup enhancements allowing Service Request lookup for open cases and direct connection to the Technical Support Engineer working the Service Request

Connect With Us



## FAQ

**Q. What benefits do these enhancements provide you?**

**A.** These enhancements are designed to help you resolve your issues more quickly, and, ultimately, make it easier for you to interact with McAfee Corporate Support.

Several key areas within McAfee Corporate Support are being addressed to enable McAfee to deliver an improved customer experience:

- **Improved and consistent experience through enhancements to the Service Request process:**

In keeping with the industry trend toward increased use of online support by customers, we've simplified our Service Request process and Severity Level assessment for faster case assignment.

- **Quicker access to the right subject matter experts through automated routing:** We have realigned our global support teams to respond faster and more efficiently, and we are leveraging skills-based routing to match the right resource to the right issue. This allows us to deliver more meaningful responses tailored to your specific issue.

- **Improved resolution times through a single case owner from Service Request creation to closure:** McAfee understands that your time is valuable. We now offer a single point of contact for Service Requests who will be assigned to your issue from the time the Service Request is opened until it is closed.

**Q. Why are these changes important to you?**

**A.** We have listened to your feedback and have taken steps to deliver best-in-class changes for a better customer experience with McAfee Corporate Support. The expected outcomes of these changes should:

- Reduce the level of effort required by having a consistent contact for the case
- Improve continuity of knowledge and troubleshooting on an issue
- Eliminate delays that occur due to transfer of cases between support team members
- Reduce frustration by having to repeat details about the issue to a different member on every contact

**Q. When will these enhancements be available to Corporate Support Customers?**

**A.** The initial set of enhancements described in this FAQ will be available May 13, 2018.

**Q. What are the benefits of submitting a high-severity Service Request online before calling McAfee Support?**

**A.** By submitting a high-severity Service Request online, the detailed information is provided up front, the right skilled Technical Support Engineer is engaged to resolve the issue quickly, and the Service Request is prioritized to the front of the product phone queue. Additional details on the new submission process can be found [here](#).

## FAQ

**Q. What are Severity Assessment Questions?**

**A.** Severity Assessment Questions are a set of three simplified questions that help identify the impact of a Service Request and assign an initial severity level to the Service Request. Moving to Severity Assessment Questions eliminates the guesswork of selecting the appropriate severity level for the Service Request. Additional details on the new service levels and Severity Assessment Questions can be found [here](#).

**Q. Does a single case owner of my Service Request mean that customers will work with the same Technical Support Engineer for every Service Request opened?**

**A.** No. The single case owner is assigned per Service Request.

**Q. What additional changes can customers expect?**

**A.** We will continue to listen to your feedback, evaluate what other changes are needed to provide you the best customer experience, and update you along the way.

**Q. Where can I find additional information about the changes?**

**A.** Additional information on the changes can be found:

- At the [ServicePortal](#)
- In the [Support Notification Service \(SNS\)](#)



2821 Mission College Blvd.  
Santa Clara, CA 95054  
888.847 8766  
[www.mcafee.com](http://www.mcafee.com)

McAfee and the McAfee logo are trademarks or registered trademarks of McAfee, LLC or its subsidiaries in the US and other countries. Other marks and brands may be claimed as the property of others. Copyright © 2018 McAfee, LLC. 3939\_0518  
MAY 2018