



SILVERSKY™

2025 Customer Support Paths & Management Escalation

January 2025

3 – Step Escalation Process

1

Decision Categories

Escalation Procedure

Leadership Escalation

SOC – incident – service inquiry

Access – portal login, user mgt

Service / Product Issue

Billing Inquiry

Contact Customer Care

Product Feature Request

What type of help do you need?

3 – Step Escalation Process

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Decision Categories

Escalation Procedure

Leadership Escalation

SOC – incident – service inquiry

SOC Critical Emergency team: 919-228-2559

Access – portal login, user mgt

Service / Product Issue

SupportDB@silverSky.com or
(800) 234-2175 or open a ticket

See next page for service
specific ticketing

Billing Inquiry

Billing.Services@SilverSky.com

Contact Customer Care

Product Feature Request

Customer_Care@SilverSky.com

3 – Step Escalation Process

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Decision Categories

Escalation Procedure

Leadership Escalation

Managed Detection
& Response (MDR)

Managed Endpoint
Detection &
Response
(MEDR/MEPP) on
SentinelOne

Email Protection /
M365 /
Email Hosting /
Archiving

Network Protect /
Security Device
Management

Insight
Vulnerability
Management

Consulting / Pen
Testing / Continuous
Validation

Aware – Security
Awareness Training
& Phishing Response

[Open a ticket on the
Lightning Platform](#)
919-228-2559

SupportDB@SilverSky.com SupportDB@SilverSky.com
800 234-2175 800 234-2175

[Open a ticket](#)
919-228-2559

CSAteam@silversky.com

3 – Step Escalation Process

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Decision Categories

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Escalation Procedure

Leadership Escalation

Managed Detection
& Response (MDR)

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Managed Endpoint
Detection &
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(MEDR/MEPP) on
SentinelOne

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Management

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Insight
Vulnerability
Management

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Consulting /
Pen Testing /
Continuous
Validation / CSA

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Aware – Security
Awareness Training
& Phishing Response

3 – Step Escalation Process

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Decision Categories

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Escalation Procedure

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Leadership Escalation

SilverSky Senior Leadership

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3 – Step Escalation Process

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Decision Categories

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Escalation Procedure

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Leadership Escalation

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SILVERSKYTM

Change the Rules of Engagement

Thank you

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