

# PRIORITY CUSTOMER SUPPORT ROUTING

## QUICK START GUIDE

### BENEFITS

- Gain a direct path to Red Hat Support for end customer issues.
- Enable Red Hat to better manage customer issues reported by our partners while also providing a process for driving these issues to resolution.
- Available to Red Hat Strategic Advance and Premiere Partners.

Red Hat<sup>®</sup> Global Support Services (GSS) has established a Priority Customer Support Routing (PCS Routing) process to enable our advanced and premier strategic partners to bring unresolved or mission-critical customer support issues to the attention of GSS leadership.

This process helps Red Hat better manage customer issues that our partners report and provide a process for driving these issues to resolution.

### BEFORE YOU BEGIN

Access to PCS Routing is by invitation only. If you are unsure if you should have access please contact your Red Hat Partner Account Manager. PCS Routing users should have:

- An active Red Hat Network login. This is the same login you use for Red Hat Connect for Business Partners and Red Hat Customer Portal.
- Access to the email address associated with your RHN login. The system will only accept email responses from verified email addresses.

### INITIATE A PCS ROUTING REQUEST

Gather the following information related to the customer issue:

- Customer's Red Hat Account Number.
- Customer contact name, email, phone number and geography (NA-North America, EMEA-Europe, the Middle East and Africa, LATAM-Latin America, APAC-Asia Pacific)
- Customer's Red Hat Support Ticket Number.
- Issue Description. Please provide as much detail as possible to help us understand the customer issue and reason for the PCS Routing request.
- Expectation. Please provide expectations and desired outcomes from yourself and from the customer

**Note:** If you are unable to provide the customer's account number, you may use your own account number. If you are unable to provide the customer's support ticket number, you may use 00000000, however this will delay our ability to associate the request to the customer issue.

Visit [access.redhat.com/support/PartnerEscalationRequest/](https://access.redhat.com/support/PartnerEscalationRequest/) and log in using your RHN login to access the PCS Routing request form.

Fill out the requested information within the form and select 'send request.'

Once a request has been submitted, a pop-up confirmation window will appear as well as a subsequent email from [gssescalations@redhat.com](mailto:gssescalations@redhat.com) with the PCS Routing case number.

## PCS ROUTING REQUEST

[access.redhat.com/support/PartnerEscalationRequest/](https://access.redhat.com/support/PartnerEscalationRequest/)

## PCS ROUTING FAQ

[access.redhat.com/articles/546553](https://access.redhat.com/articles/546553)

## FOLLOWING UP

A member of the support management team will follow up on your request and agree on an action plan. If you need to follow up on the request simply reply to the case email you received or contact or contact us by phone and request to speak to a manager regarding your request.

Global contact numbers can be found [here](#). If you have additional questions regarding the PCS

Routing form or process please contact the Partner Help Desk in your region.

- North America [na-partner-helpdesk@redhat.com](mailto:na-partner-helpdesk@redhat.com)
- Europe, Middle East, Africa [emea-partner-team@redhat.com](mailto:emea-partner-team@redhat.com)
- Asia Pacific [apac-partner-helpdesk@redhat.com](mailto:apac-partner-helpdesk@redhat.com)
- Japan [partnercenter-jp@redhat.com](mailto:partnercenter-jp@redhat.com)