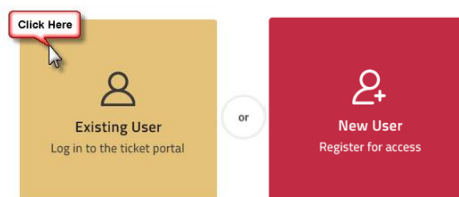


Customer Support – Quick Start Guide

How to Log a Support Ticket

Before logging a new ticket we recommend that you review our self-help and training resources available at <https://customer.ibcos.co.uk/>. Here you will find helpful guides and videos that answer frequently asked questions.

The most efficient way to log a support ticket is via the Support Ticket Portal. Please click one of the buttons below:



Logging via the Support Ticket Portal creates the ticket directly within our support system and we can then ensure that the most appropriate and available Support Analyst contacts you.

This process allows us to respond to you faster and resolve more of your queries on first contact.

Alternatively, tickets can be logged via email. Your request will then be processed to a ticket by our Helpdesk Team – support@ibcos.co.uk

Important Note: Critical issues (e.g. the system is down) must be logged by phone. If you would like to speak to 1st Line Support, please call 01202 714200 and select option 1.

How Your Ticket is Categorised

Tickets are categorised either as an Incident or a Service Request. An Incident is an issue that has interrupted normal service operations and is preventing one or more users from working. A Service Request is either a question or request for a Technical Service, such as a PC setup (for setup requests like this you do not need to log a ticket; instead, please refer to our online forms – <https://customer.ibcos.co.uk/online-forms>)

How Your Ticket is Prioritised

Incidents are prioritised by taking into consideration the impact of the issue on your business, as well as the urgency. We use an industry standard prioritisation matrix to determine the overall priority score.

		Impact		
		High	Medium	Low
Urgency	High	0/1	2	3
	Medium	2	3	4
	Low	3	4	4

Priority 0 and 1 are only used when all users (at all depots) or all users at a single depot cannot use the system.

All Service Requests are categorised as Priority 4.

All tickets (Incidents and Service Requests) are responded to in priority order, as well as taking into consideration when your ticket was logged.

Service Requests for Technical Services, such as PC and printer setups, are managed separately. We offer these setups as a free-of-charge service and allow for up to 5 days to respond. We therefore recommend that you log these requests with us as far in advance as possible via our website – <https://customer.ibcos.co.uk/online-forms>

Escalating a Support Ticket

It is appropriate to escalate your ticket when the impact or urgency of your issue has increased. Please bear in mind that we respond to all tickets as promptly as possible.

Your first point of escalation is always the ticket owner. You can find out who is handling your ticket by logging into the [Support Ticket Portal](#).

Within the Support Ticket Portal you can add a comment to your ticket, which will directly notify its owner.

The ticket owner will be able to update you on your ticket and the required actions.

Escalation	Escalation Point	Contact	Action
First	Support Analyst (ticket owner – you can check this via the Support Ticket Portal)	support@ibcos.co.uk 01202 714200	Review ticket. Develop plan. Implement plan.
Second	Team Leader: Stephen McNally-Vine Sam Awad	stephen.mcnally-vine@ibcos.co.uk 01202 714202 sammy.awad@ibcos.co.uk 01202 714200 ext: 4249	Review plan. Review previous escalation. Develop and implement new plan.
Third	Support Manager: Robert Patrick	rob.patrick@ibcos.co.uk 0044 (0)1202 714200 (Option 3)	Review customer situation. Develop and deploy relevant departmental resources.
Fourth	Managing Director: Collette Convery	collette.convery@ibcos.co.uk 01202 714200 option 2	Review customer situation. Develop and deploy relevant company resources.