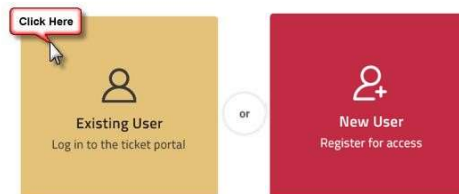


Customer Support – Quick Start Guide

How to Log a Support Ticket

The most efficient way to log a support ticket is via the Support Hub within the Customer Portal.

<https://customer.ibcos.co.uk/support-ticket-portal/>



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

Within the Support Hub you will find a Knowledge Base containing helpful articles on common processes. We also have a range of self-help and training resources available at <https://customer.ibcos.co.uk/>.

Alternatively, tickets can be logged via email. Your request will then be processed to a ticket by our Support Coordinator 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, Service Request is either a question or request for a Technical Service, such as a PC setup.

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.

Priority 1 is 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.

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

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.

Information to Include when Submitting a Ticket

It is important to use a clear title when creating your ticket e.g., Unable to print statements. Ensure the content clearly describes the query or issue you are having and include the following details where possible:

- Is the issue/query new or recurring? Does it affect one or multiple users?
- Does the issue/query affect Classic Gold, Windows Gold or both? Can it be replicated?
- Attach any error logs, messages or screenshots to illustrate the issue/query

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 Hub. You may also add a comment to your ticket to update the ticket owner.

Escalation	Escalation Point	Contact	Action
First	Support Analyst (ticket owner – you can check this via the Support Hub)	support@ibcos.co.uk 01202 714200 Option 1	Review ticket. Develop plan. Implement plan.
Second	Application Team Leader: Stephen McNally-Vine Technical Team Leader: Stuart Green	supportadmin@ibcos.co.uk 01202 714200 ext: 4202 01202 714200 ext: 4235	Review plan. Review previous escalation. Develop and implement new plan.
Third	Application Support Manager: Kathryn Kitchen IT Services Manager: Paul Alexander	katy.kitchen@ibcos.co.uk 0116 2301500 ext:3213 paul.alexander@ibcos.co.uk 0116 2301500 ext:3211	Review customer situation. Develop and deploy relevant departmental resources.
Fourth	Customer Services Director: Robert Patrick	rob.patrick@ibcos.co.uk 01202 714200 ext: 4240	Review customer situation. Develop and deploy relevant company resources.