



Web Ticketing

DETAILS

Our online customer service and support system has been designed so that our customers can easily open, edit and check all their support tickets. Through the Web Ticketing system, users are able to access the same systems used by our technicians to report an incident or instantly check their case status. The service is available both via telephone and on our website. When customers contact the Helpdesk, they will be asked to provide the following necessary information to open a support case and resolve the issue:

- **Contact information.**
- **Maintenance code:** This is the customer code that we provide, which allows us to identify the customer, their equipment and location.
- **Brief description of the problem .**
- **Severity of the problem:** The user should specify the severity level of failure as indicated in the service agreement.

The customer will be given a case number as a reference for handling each request. Any call or change in the case status is done using a case number as the reference. Real-time case status updates are available in dedicated web portal. Each case follows correct escalations route through the help desk system until it is resolved. In accordance with the Service Level Agreement (SLA):

- Problems will be resolved remotely whenever possible.
- All cases will be monitored and escalated according to the level of expertise required for their resolution, and the support service assigned to the specific product and version.
- In cases classified as urgent, work will start in two hours at the latest.
- For non-urgent cases, the response time will be one working day.

MAIN FEATURES

- Allows the easy creation, updating and review of support tickets, 24/7.
- Round-the-clock access to your case information.
- Allows checking the status of support tickets, individually or as a group.
- Support tickets can be managed from a local, regional or global perspective.
- Real-time Information availability.
- Access via a single web page or one support phone number, without hassle of multiple phone numbers.