

BULLETIN NUMBER GT593, 10 MARCH 1993

Global Support

The last few weeks of 1992 and the first weeks of 1993 proved to be somewhat hectic for most of our resellers and for our own support department.

During this period the Bulletin Board System (BBS) has been extensively used by a number of resellers. The BBS contains newly produced zaps and repackages along with documentation regarding potential pitfalls before this information is released via autozaps or reseller bulletins. The availability of this information via the BBS can reduce your support department's work-load. TIS Software Ltd are now fully committed to the BBS and will continue to keep the information available on it as up to date as possible.

Despite the availability of information on the BBS, during this busy period a number of resellers have been:-

- Logging calls with little or no details of the investigations they have carried out;
- Bypassing the hotline by contacting our Support and Development staff directly.

This bulletin is restating our policy so that no one takes offence if:-

- A hotline fax is rejected because the form is not complete in all details, is not legibly written or has insufficient information regarding the problem; or
- They are politely asked to "log the problem with the hotline by fax".

RE-STATEMENT OF POLICY

Reproduction of a problem:

TIS Software Ltd will not reject a log if it is not reproducible by the reseller. We do however expect the reseller to attempt to reproduce the problem. We expect the reseller and TIS Software Ltd to work as a team to solve problems. This requires:

- The reseller to use their knowledge of the set up and working practices of the site; and
- TIS Software to use its knowledge of other reported problems and the code to provide a resolution.

If TIS Software believes that there has been insufficient investigation by the reseller for the hotline to constructively investigate the log it will be rejected.

By-passing the Hotline:

One of the major reasons that the fax hotline was introduced was to protect our support and development staff from telephone interruptions.

With immediate effect from 10th March anyone trying to contact Support or Development staff will be asked to state a log number or a reason for the call. If no hotline number is quoted and the reason for the call is a support or customer service issue the caller will be asked to fax the hotline.

This has, by and large, been understood and respected by the majority of our resellers. Unfortunately a number of resellers have recently taken advantage of the helpful nature of our staff.

In addition to the above statement of policy we strongly recommend that autozaps and the BBS are checked for any relevant zaps before a hotline fax is submitted.