

TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

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Global Support - Call Logging

As announced in the January 1998 issue of Global Update, to improve on the services we provide Global Support have now introduced call logging via email. This bulletin aims to clarify our call logging procedures.

- New hotline logs can be raised via fax on 0171 404 2378 or via email on "global_support@tissoft.co.uk". Please do not send new hotline logs to the personal email addresses of our support consultants – they will not be actioned.
- Providing all the information contained on our standard Global Support Fax form is supplied we do not mind how the hotline fax or email message is laid out.
- Calls received are logged on the hotline database and allocated to a consultant once the skills needed to respond to the call have been assessed. The consultant will contact you via telephone, fax or email with a log reference and update on the call within the response time indicated by the priority on the log. If you have a preferred method of contact please state it on the log.
- Please note that incomplete forms and email messages will be rejected and this will obviously lead to a delay in solving your query. In particular, all calls regarding Global System Manager and related products must include the configuration code and, for non-native systems, the BACNAT variant. Where the problem is in the form of a debug please include a copy of the diagnostic report and the date of the last program loaded on the report. This will save time as this information will be requested prior to any investigation being carried out.
- Once the log has been closed a copy of the log will be supplied for your record.

Please do not use email for logging urgent queries as there can be some delay in receiving mail from the Internet. Furthermore, GBS picks up mail on an hourly basis.

Telephone advice is available for resellers with urgent queries who are at end-user sites. If the duty consultant is unable to resolve your query immediately you will be requested to log the call with the Service Centre for further investigation.

The Global Bulletin Board System is an essential part of our support operation and we strongly recommend resellers make full use of the facilities, referring to up-to-date bulletins, trouble shooting guides and program fixes available before logging calls with the Service Centre.

Please refer to chapter 4 of the current issue of the Reseller Handbook for full details of all the services provided by Global Support.