

DOCUMENT INFORMATION

Title of Policy	Support – Client Procedure #0403
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Reviewed By	Steve Howcroft
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Approved By	Pieter van Schalkwyk
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Review Cycle	Annual
Acknowledgement Cycle	Annual
Audience	EXTERNAL & Company Wide

Logging an XMPro Support Call or Ticket – via email

To log an XMPro support ticket send an email to support@xmpro.com

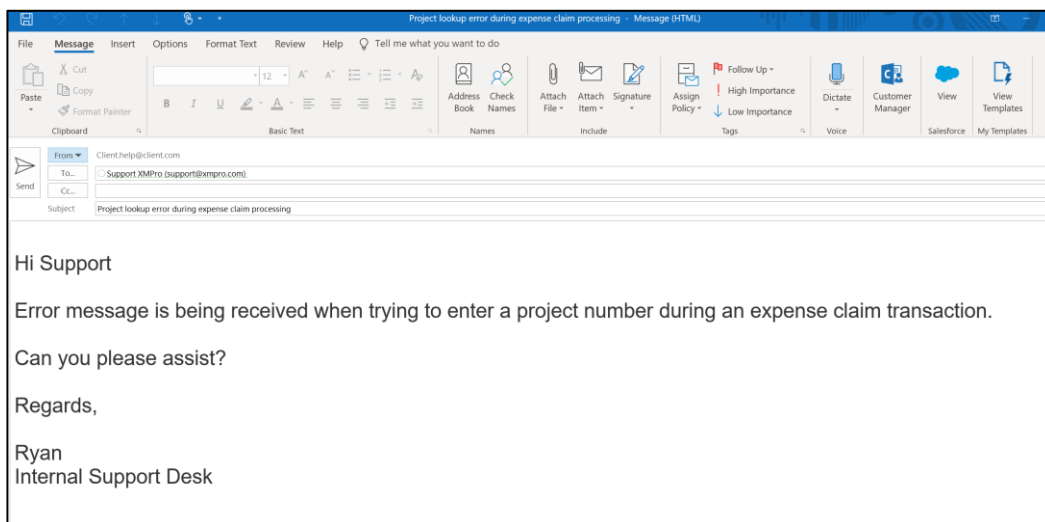


Figure 1 - Initial email support request

- Please make sure that support@xmpro.com is in the To address section (i.e. not in Cc).
- If applicable, please delete the email signature in the footer as it contains excessive details, large images or many small images. This will increase visibility of the ticket to focus on the issue rather than cosmetic details. This also applies when responding to ticket via E-mail. Messages in the thread will grow as the ticket is updated, so the focus should be on the issue, not on the email signature.

Responding to an existing ticket in Team Support via email

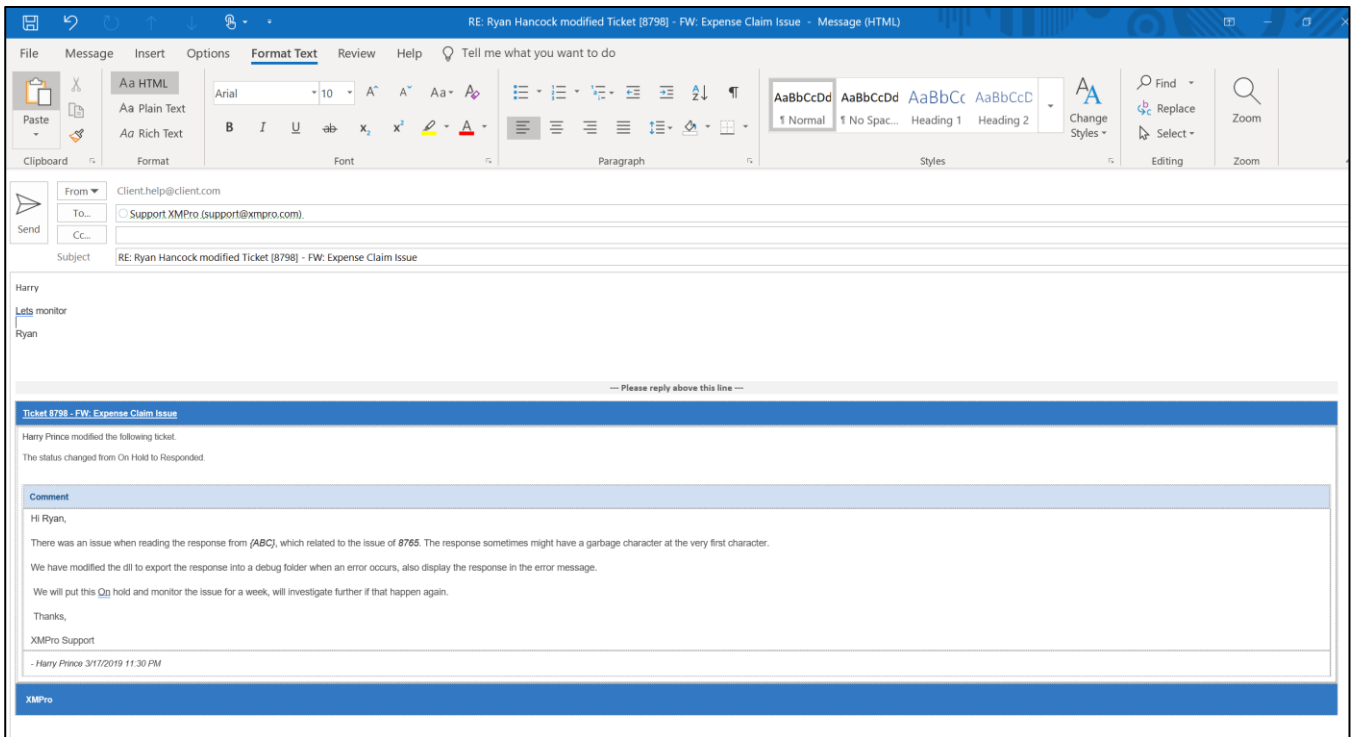


Figure 2 - Response to support ticket

- Open the support ticket E-mail and click Reply.
- Please make sure that support@xmpro.com is in the To address section (i.e. not in Cc).
- Do not modify the E-mail's Subject.
- Please make sure Subject contains "Ticket [<No>]" to append your response to the existing ticket. Otherwise, it will be created as a new ticket in Team Support.
- Write your response at the very top of the email above the wording "Please reply above this line" (i.e. above the email header of the last message).
- If applicable, please delete the email signature in the footer as it contains excessive details, large images or many small images. This will increase visibility of the ticket to focus on the issue rather than cosmetic details. Messages in the thread will grow as the ticket is updated, so the focus should be on the issue, not on the email signature.

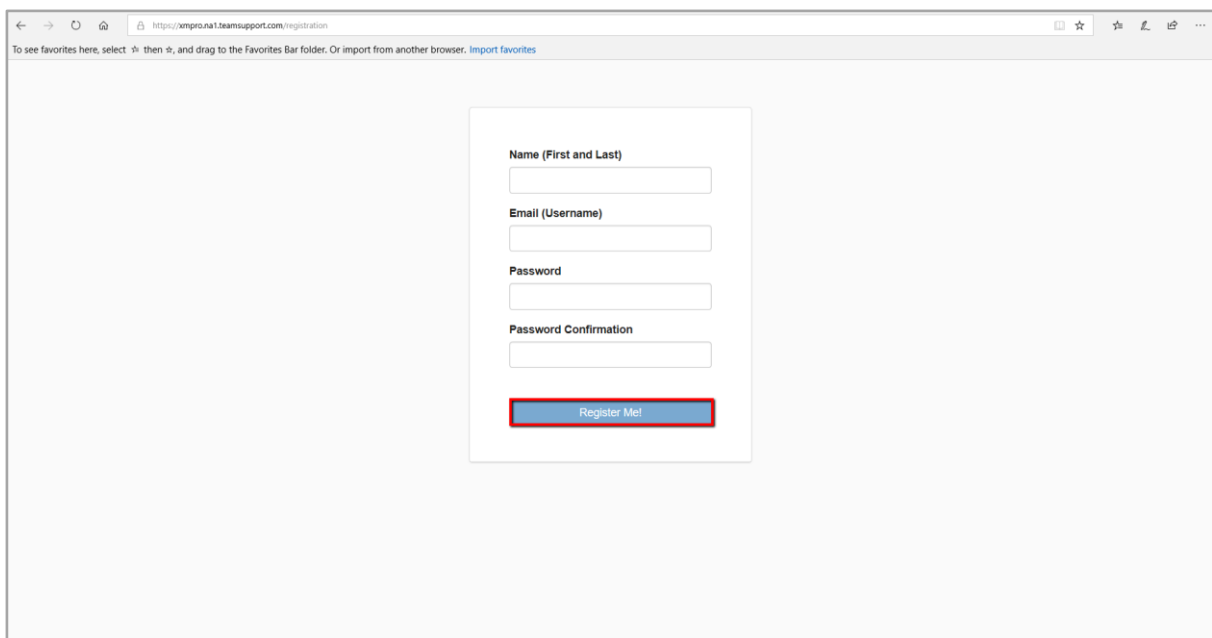
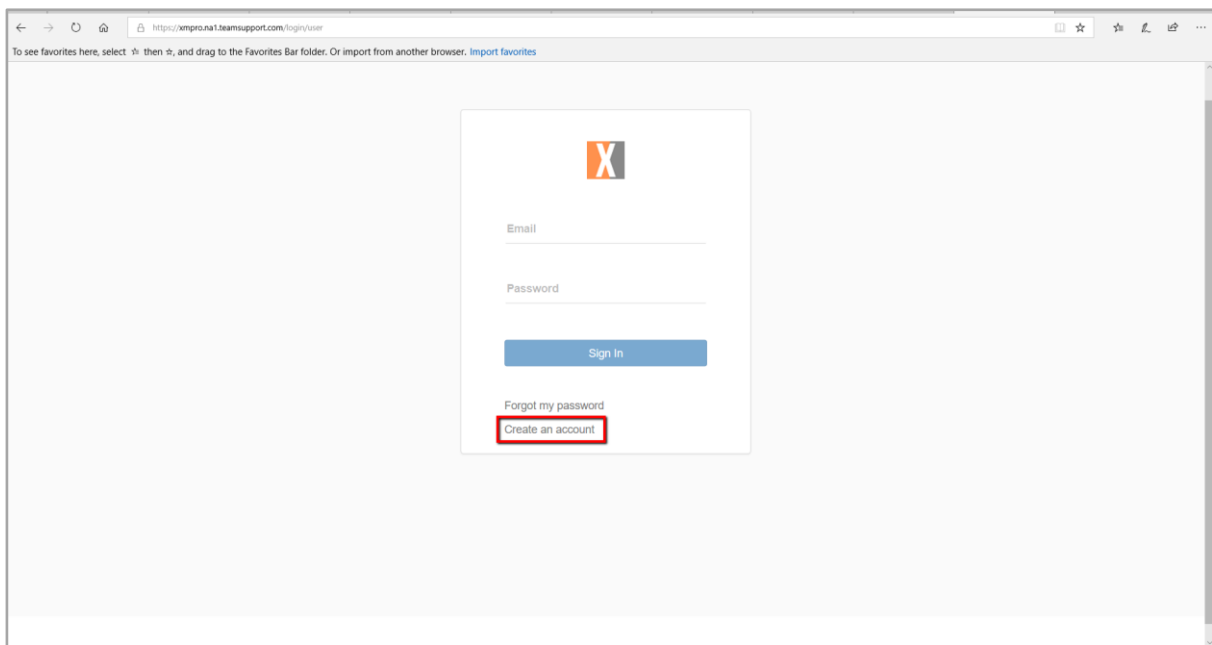
Creating a new ticket or responding to a ticket in Team Support via Customer Portal

1. Go to the XMPro Team Support Customer Portal:

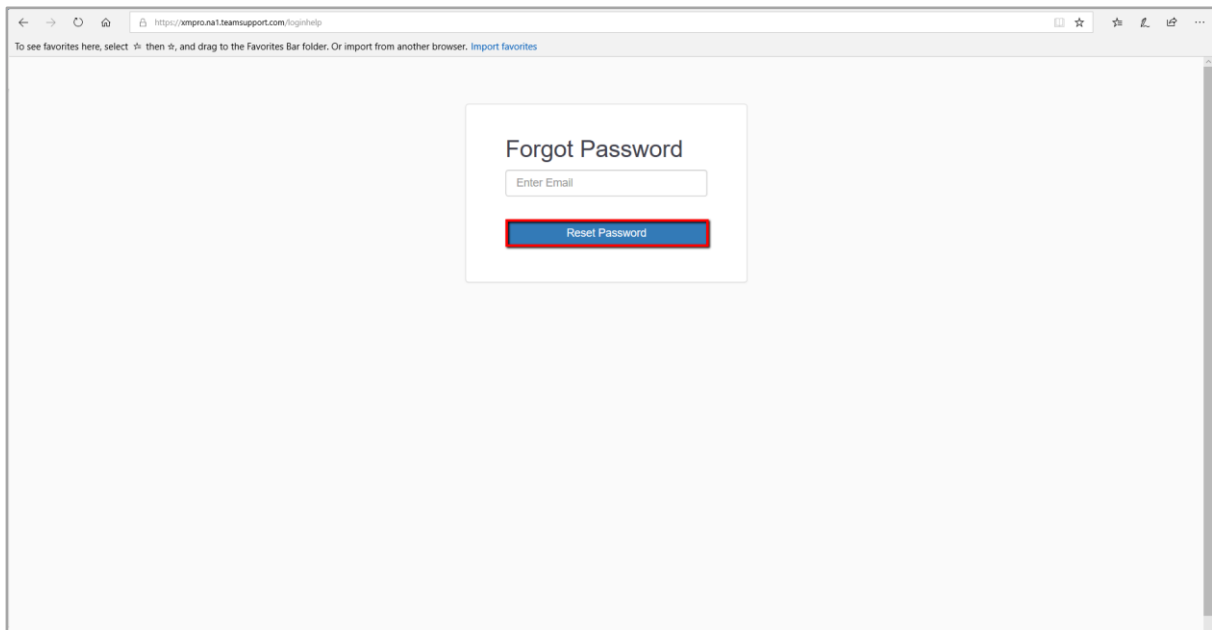
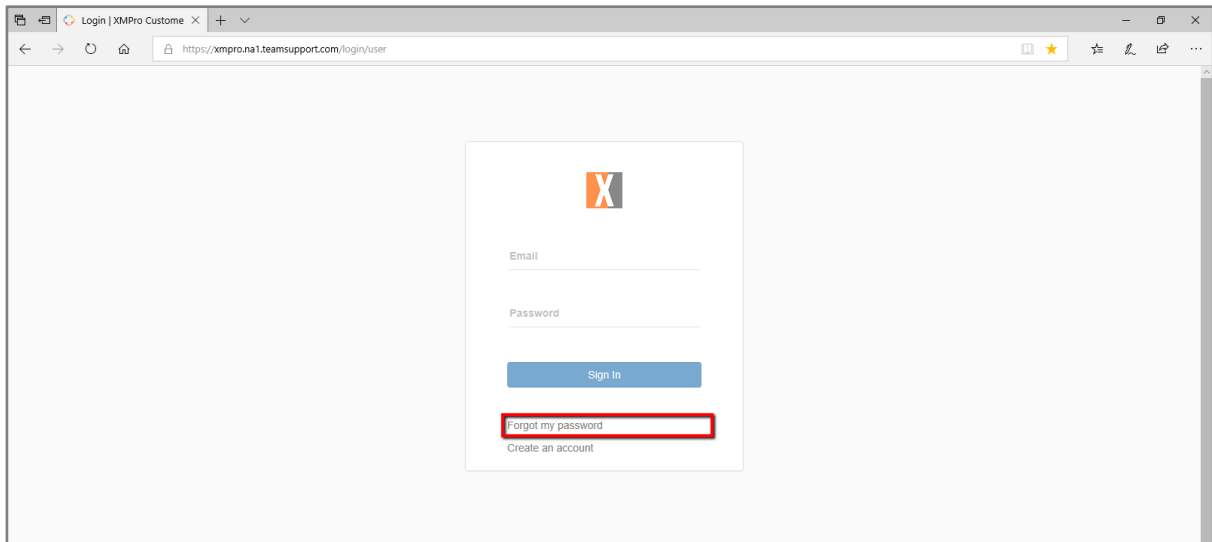
<https://xmpro.na1.teamsupport.com/login/user>

2. Register.

Each person within an organization will need their own login to log a support ticket under their name.

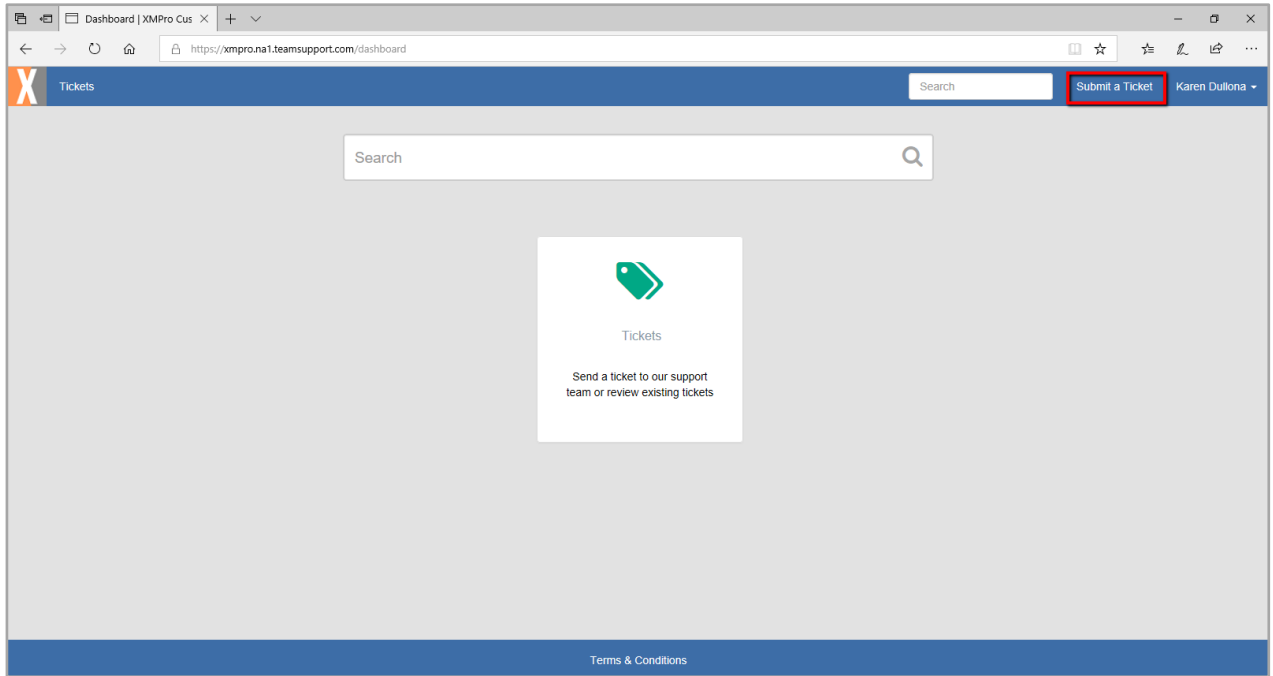


3. If you forget your password, there is an option to reset your password via the “Forgot my password”.



4. Creating a new support ticket in XMPro Team Support’s Customer Portal.

- a. Click on the **Submit a Ticket** link.



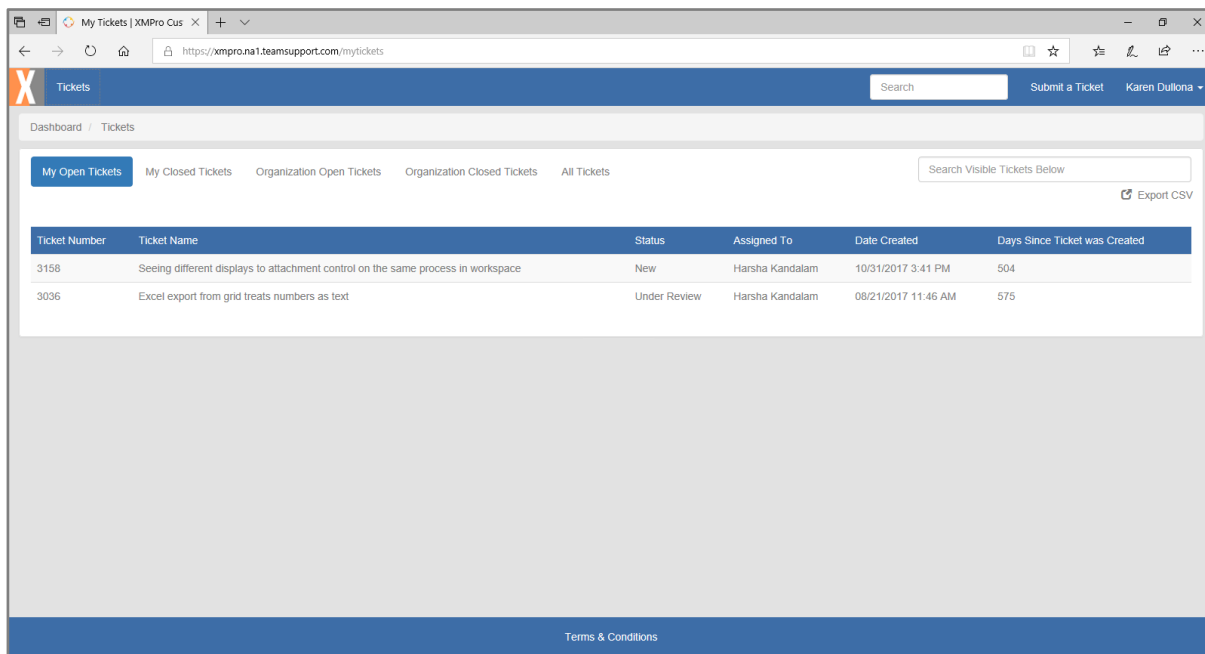
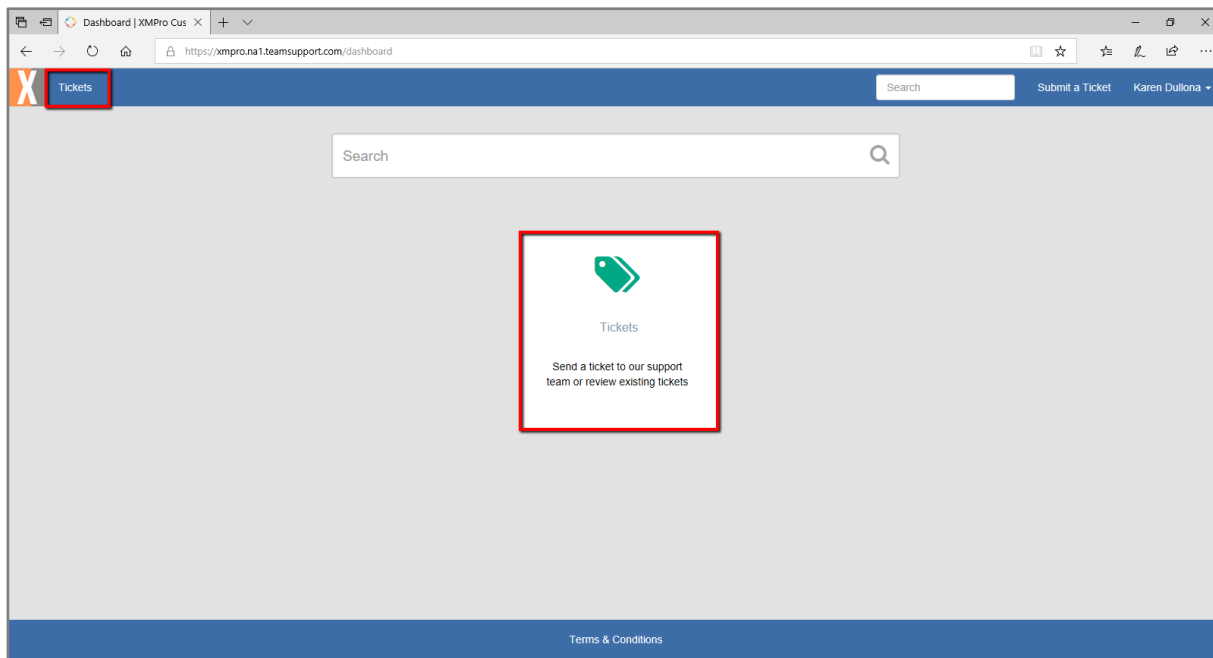
b. Fill in the support ticket details.

The screenshot shows a web browser window with the URL <https://xmpro.na1.teamsupport.com/createticket>. The page title is "Tickets" and the user is logged in as "Karen Dullona". The form contains the following fields:

- Title (Subject)**: A text input field.
- Ticket Type**: A dropdown menu with "Select a Type" as the current selection.
- Priority**: A dropdown menu.
- Impact**: A dropdown menu.
- Description**: A large text area.
- File Upload**: A dashed box with a cloud icon and the text "Drop files here or click to upload" and "Images can be pasted into the description as well".
- Submit Ticket**: A blue button at the bottom right.

c. Click the button **Submit Ticket** when all information has been provided.

5. Keeping track of an existing support ticket.



What Details Should Be Included in the Support Ticket?

A new ticket will be helpful to include below details to assist the XMPro consultant in troubleshooting the issue quickly.

- Process No where applicable.
- Full screenshots of the error messages.
- XMPro version and the Product name you are experiencing an issue with.
- Steps to replicate the issues or what you did prior to the error occurring.
- Who are experiencing the issue, is it everyone or just one user?
- When did the issue first occur?
- If any of the systems that XMPro is integrating to have changed, please state the changes.
- If any of your server environments have changed, please state the changes.
- If access to servers is required, to reduce delays please arrange this prior with your IT department.

Severity level

Severity level is reviewed by the Support Consultant. The rating scale of 1 – 5 has been adopted, rather than word like ‘Critical’, as numbers would clearly state levels of severity.

The options are:

Severity	Description	Examples
1	A Critical incident with very high impact. System down / unable to access data (time critical process/data stream solution). Response within 2 working hours to confirm current status and next actions. Updates twice daily until the problem is resolved.	A user facing service, like Azure Cloud, is down for all users. Confidentiality or privacy is breached. Customer data loss.
2	A major incident with significant impact. Urgent: Time critical Business Function out of action or malfunctioning. Seriously affecting daily business. The data stream / process / software is useable, but part of the data stream / process / software is not functioning correctly. Response	A user-facing service is unavailable for a subset of users.

	within 1 working day to confirm current status and next actions. Updates daily until problem is resolved.	Core functionality is significantly impacted.
3	<p>A minor incident with low impact.</p> <p>Routine: Non time-critical function out of action or malfunctioning. Not seriously affecting daily business. Response within 3 working days to confirm current status and next actions. Updates weekly until the problem is resolved. Customers may need to upgrade to the latest version of the application on the relevant platform to receive a software correction.</p>	<p>A minor inconvenience to users, workaround available.</p> <p>Useable performance degradation.</p>
4	<p>An impact on the customer but not impacting business now.</p> <p>Advice or information requested regarding XMPro or a modification to the software. Information will be forwarded as soon as possible.</p>	Patching update due.
5	Unassigned: No severity assigned on the issue.	

VERSION HISTORY

DATE	VERSION	COMMENT
2016-12-14	0	Draft
2016-12-21	1.0	Initial release
2019-03-26	2.0	Updates to document contents and images.
2019-04-30	2.1	Reformatted to follow standard formatting.
2019-06-03	2.2	Annual Review and Approve