VENOM·IT

# Support Requests and Escalation Procedures

Inform.
Transform.
Protect.

# Support Requests

## Best Practice for Logging a Support Ticket

1. Always try to give as much detail as possible.
2. Make sure you have authorisation for what you are requesting.
    a. Some issues, such as printers not working or virtual desktops not performing correctly, require no additional authorisation. You may log such tickets directly.
    b. However, for security reasons, *certain service requests, such as resetting passwords, need to come from an authorised email address*. Usually this would be your supervisor's email address, or a colleague's address.
3. Remember that a ticket will be logged on the CRM system, and the support technicians will be in touch within the allocated 2-hour SLA timeframe to help resolve the issue
4. You will receive regular updates throughout the process, and one final email once the issue has been fully resolved and closed.
    a. Please take the time to rate our service, and leave feedback where appropriate.
    b. Positive feedback gets passed back to the engineers, which is very encouraging to them, especially considering the pressure of their workload
    c. Negative feedback is also very welcome – this helps us improve our service and make adjustments where necessary. Please be as constructive as possible.

## Your Options

You have three or four different methods available to log a Support Request (aka 'Ticket'), depending on your position and service agreements with your company.
They are:

- Blue Shield icon
- Customer Portal
- Email
- Phone

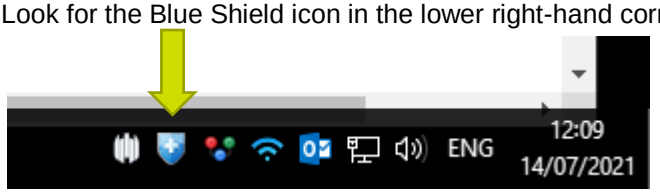
## Preferred Method: Submit a ticket via Blue Shield Desktop Shortcut

Users who have active workstation monitoring on their devices, can make use of a nifty feature by which they can log support tickets directly. This can be used for common issues experienced whilst logged in on your workstation.

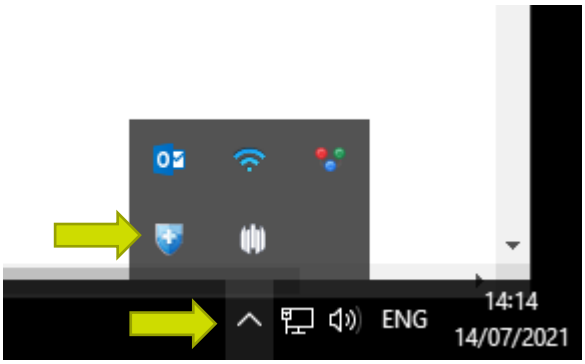
If however you are unable to log into your workstation, then you may choose to phone in or to email a ticket, or use the portal if you are an admin – more about that later on.

Below are the steps on how to use the Blue Shield support icon:

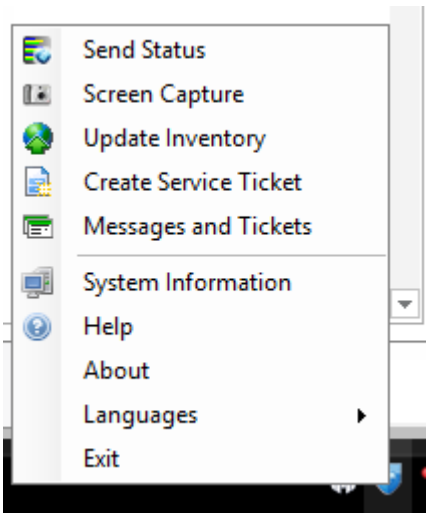
a. Look for the Blue Shield icon in the lower right-hand corner of your screen



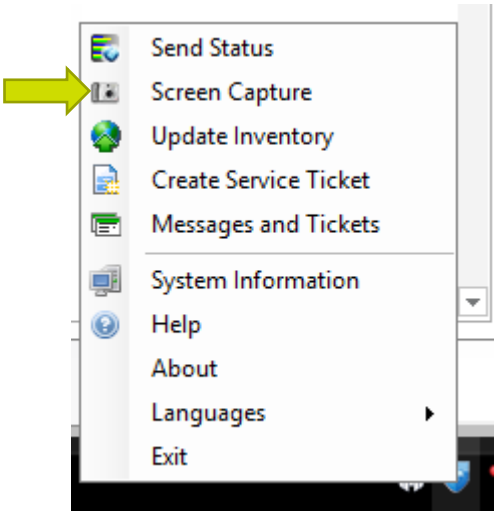

On some systems you might have to click the little up arrow first to reveal the Blue Shield



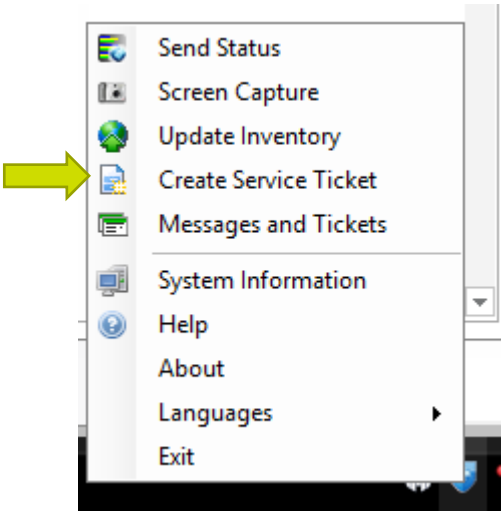

b. Click the icon, and the menu will pop up



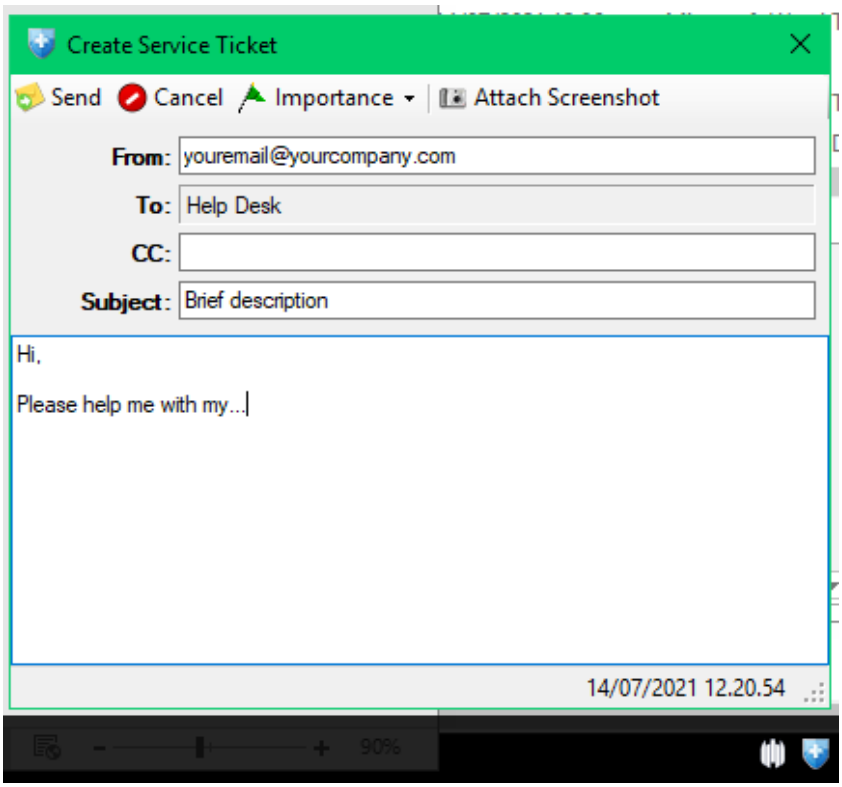
c. If you have an error message on your computer screen, or anything else you would like our support team to see (e.g. garbled text or blank windows), please close/minimise any open windows that may contain sensitive data, then click on ‘Screen Capture’. If there was no error message nor anything you’d like to take a snapshot of, then simply go to the next step.




d. Click ‘Create Service Ticket’



e. Now fill in your details in the new window that pops up. Once you have entered your email address, the system will remember that for next time. You may also Cc a colleague or supervisor if you wish




f. If you clicked 'Screen Capture' in step C, then please click 'Attach Screenshot' – this will attach the screenshot you took earlier to the Service Ticket, and our technicians will be able to see it on their side
g. Give a brief description in the 'Subject' box e.g. "Printer not working" or "Virtual desktop issue"
h. In the main text box, describe the issue in detail, with any details of replicating the issue, data you have lost or anything you have tried to fix the issue yourself. Try to give as much detail as possible please.
i. If the matter is of High or Urgent Priority, please select from the 'Importance' drop-down. Please refer to Appendix 1 of this document for a definition of the priority levels.
j. Click 'Send'
k. You will receive an automatic email response that acknowledges receipt of your service request, and which will also provide you with a ticket number

## Alternative Option: Submit a ticket via email

a. Send an email to support@venomit.com
b. In the subject line, describe the service affected e.g. "Printer not working" or "Can't log into virtual desktop" etc.
c. Describe the issue in detail, with any details of replicating the issue, data you have lost or anything you have tried to fix the issue yourself. Try to give as much detail as possible please.
d. You will receive an automatic email response that acknowledges receipt of your service request, and provides you with a ticket number.

## Alternative Option: Submit a ticket by phone

If you prefer submitting a ticket by phone please contact Venom IT on 01613581060.

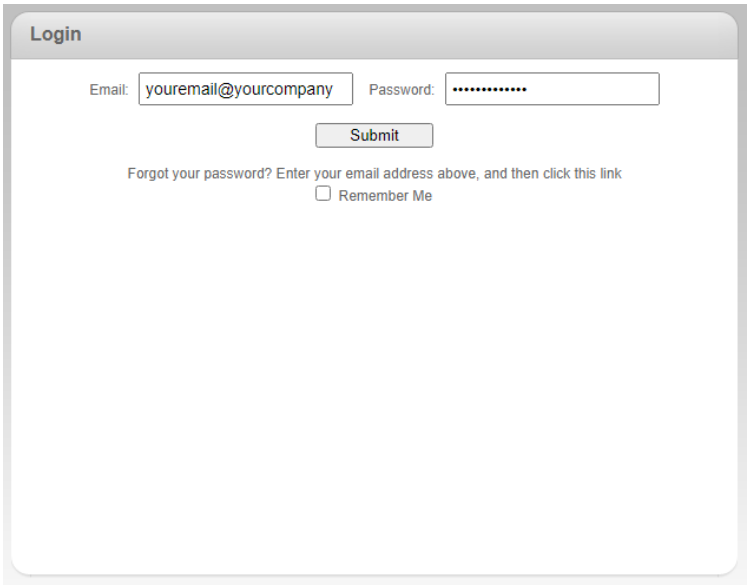
a. The issue will be internally logged and confirmed by Venom IT support staff. *Please note that calls will NOT be directly transferred to an engineer.* The engineers on call will be made aware of your issue, its priority and will respond within the allocated time frame.

b. An engineer will open your ticket and troubleshoot the problem, during which time he/she will liaise with you via email or phone.
c. Your response will then be processed either by phone/email and a resolution path suggested which you may be asked to confirm before action is taken.

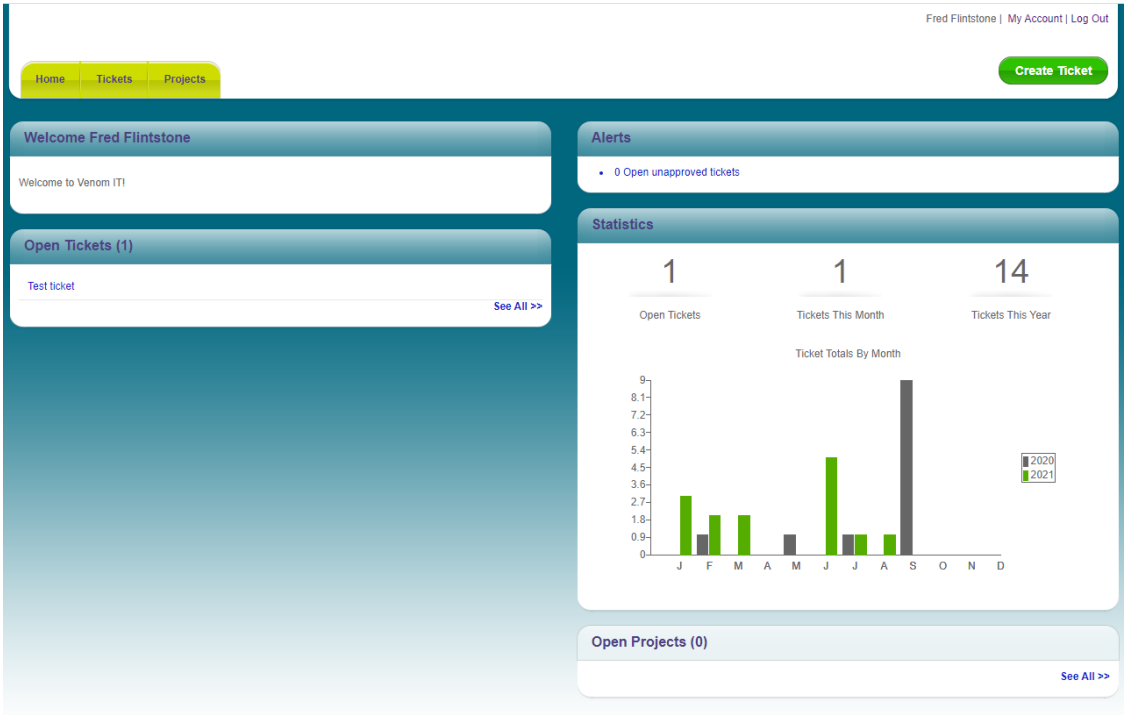
## Preferred Method (for System Admins only): Submit a ticket via our Support Portal

Some organisations who have appointed an in-house system administrator for their IT, have been given access to the Venom IT Support Portal. This is a free service and can be requested by anyone with sufficient administrative authority within your organisation. The portal allows you to log tickets directly, monitor projects and see/update all other open tickets that have been logged by other users within your organisation.

e. Navigate to https://eu.myconnectwise.net/venomit
f. Fill in your details and click 'Submit'

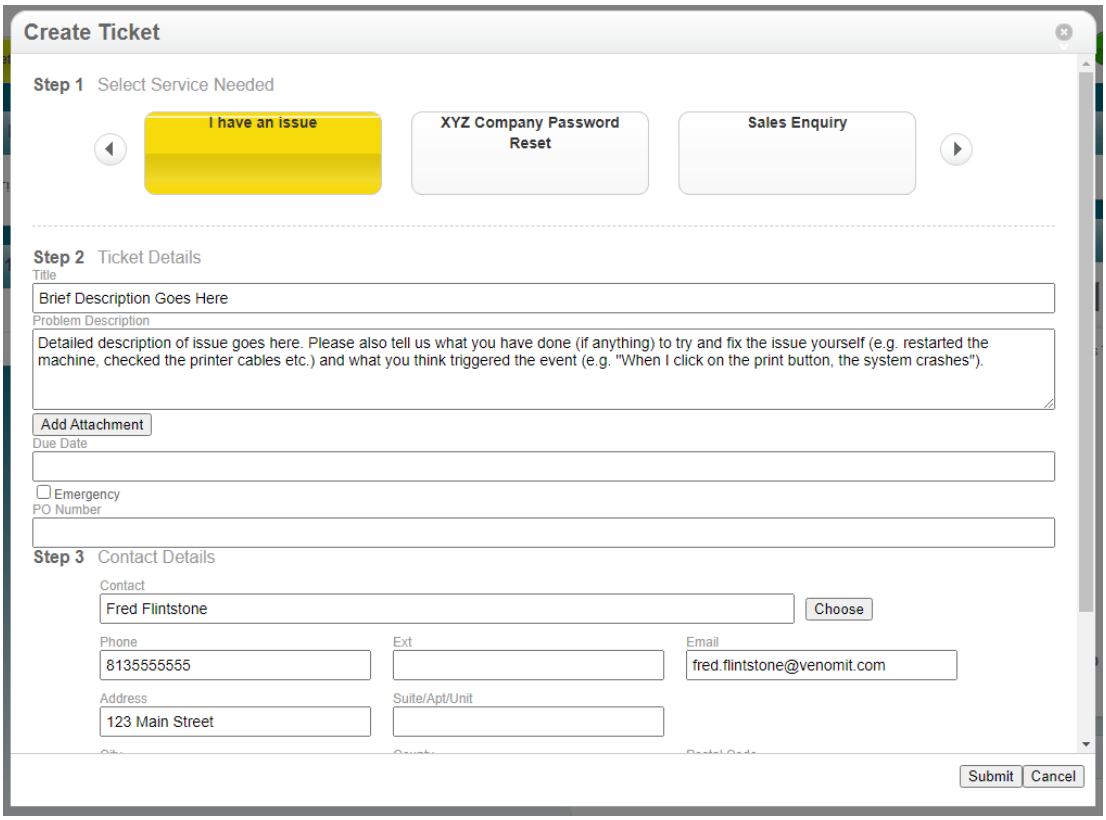


g. You will now see the portal's home page




h. In the 'My Account' section in the top right-hand corner, you can change your password[1] or update your details

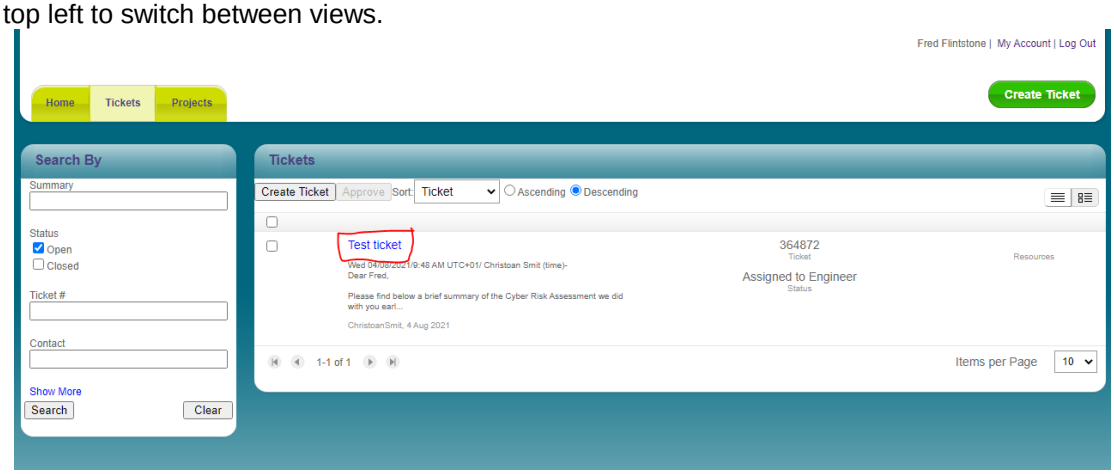
i. Use the green 'Create Ticket' button to create a new ticket. The window below will pop up:



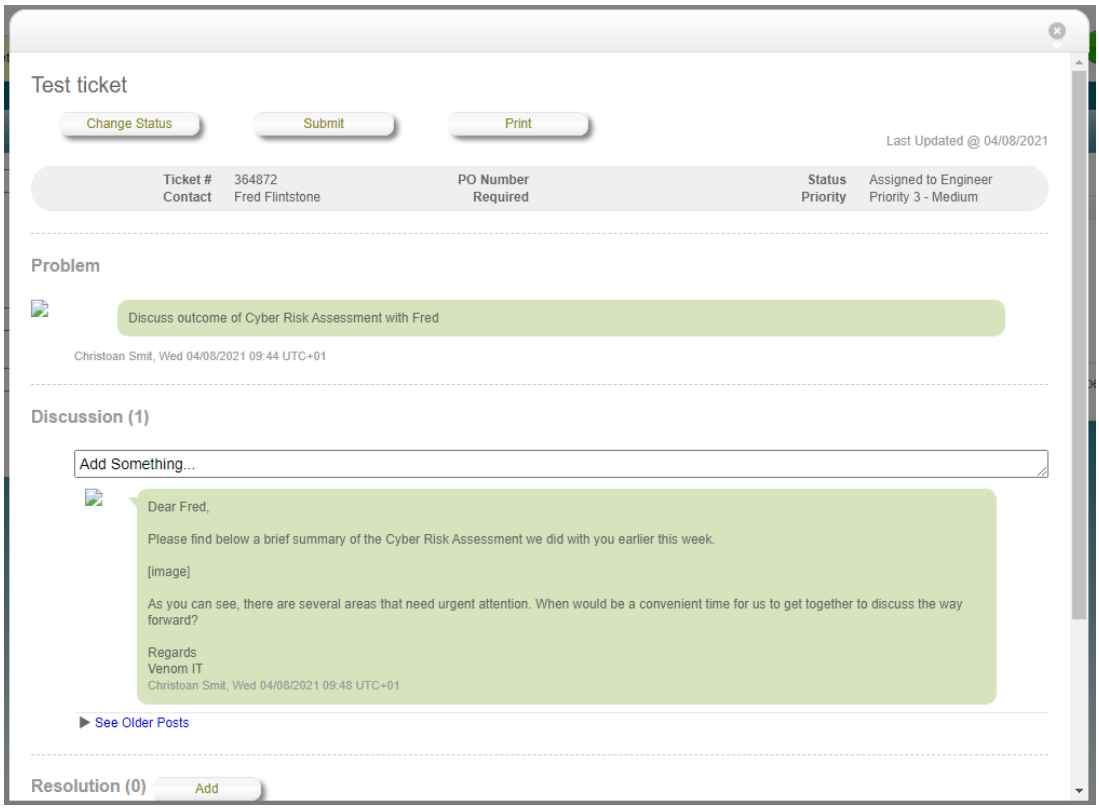

[1] Please use a strong, unique password! Minimum 12 mixed characters. Please download our free Cyber Security guide for further tips and best-practice recommendations via this link.

- Give a brief description in the ‘Title’ box e.g. “Printer not working” or “Virtual desktop issue”
- In the ‘Problem Description’ text box, describe the issue in detail, with any details of replicating the issue, data you have lost or anything you have tried to fix the issue yourself. Try to give as much detail as possible please
- Use the ‘Add Attachment’ feature to upload any screenshots or other helpful information and please also mention that you have attached a file
- If the matter is of Urgent Priority, please check the ‘Emergency’ box. Please remember that this is for true emergencies only – cases where large parts of the organisation are affected and work cannot continue.
- The ‘PO Number’ field is only for sales orders
- Make sure your contact details are correct
- Click the ‘Submit’ button
- You will receive an automated email acknowledging receipt of the ticket

j. Back on the Home page, you can use the Green ‘Home’ , ‘Tickets’ or ‘Projects’ tabs on the top left to switch between views.



k. You can click on the blue ticket title to open the ticket and see further details, or add a comment or reply. You will now see the ticket itself, shown below:




**l.** If you scroll all the way down, you can click on and download any attachments

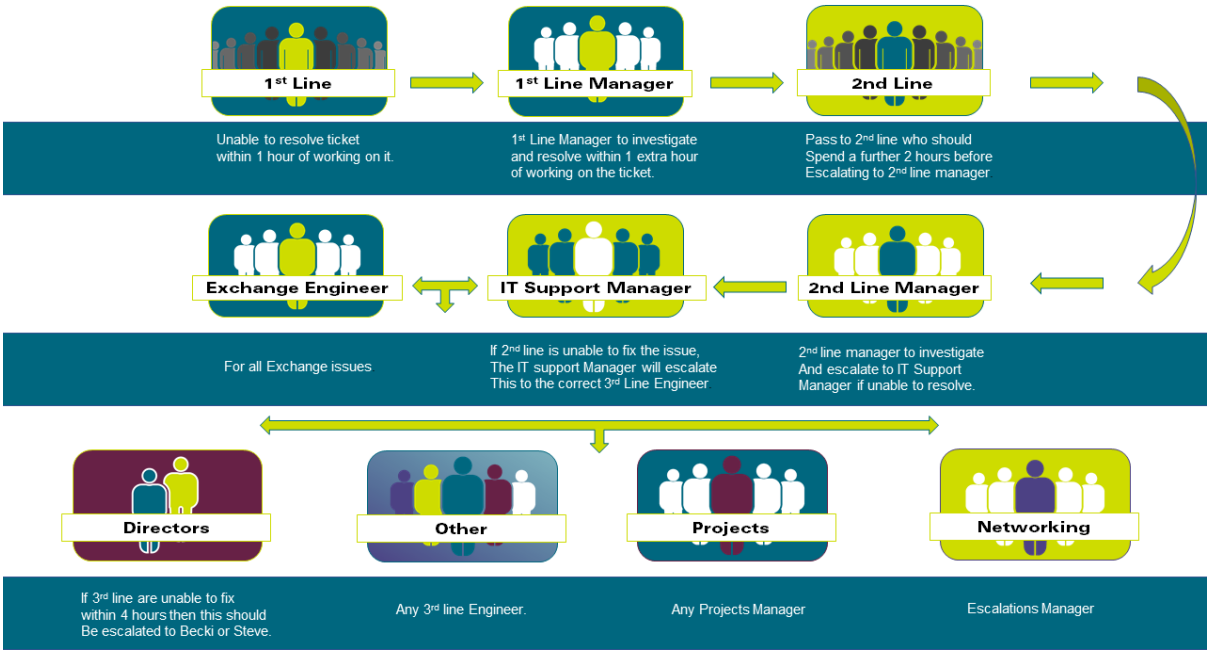
**Remember to log out (top right corner) once you are done.**

## Out-of-hours Support

a. An out-of-hours call centre will take the call
b. The operators are trained in basic triage and will determine the nature of the support – whether it is a truly business-critical situation or something that falls under non-urgent
c. If an urgent, business critical situation does exist the support staff will log a ticket and one of the engineers on standby will handle the ticket within the usual SLA

If an issue is non-urgent or not classed as ‘business critical’, the ticket will be logged immediately but only dealt with during the next business day

# Escalation Procedure




1. Internal escalation:
    a. First-line: 1 hour best endeavour, pass to 1st Line Manager; 1 hour best endeavour, pass to 2nd Line
    b. Second-line: 2 hour best endeavour, pass to 2nd Line Manager; Immediate investigation, on failure pass to Support Manager who will pass to either Exchange manager or 3rd Line Engineer
    c. Third-line: 4 hour best endeavour, pass to Escalations Manager
2. External Escalation

    a. In order for a ticket to be escalated it must fall into the following rules:
        - SLA has not been met
        - The issue has already been logged as a support ticket and has a ticket number
        - Technicians have worked on the ticket but have not resolved the issue within a reasonable amount of time.
        - Problem is recurring
        - Mistake has been made in the ticket
        - Any other reasonable justification for escalation

    b. Escalation Manager:
        - DDI: 0161 358 1065
        - Email: escalations@venomit.com