

25 OCTOBER 2018

Ver 1.0

Etere

a consistent system

SUPPORT
ESCALATION

User can write to support@etere.com to open a support ticket.

All priority incidents will be colour coded and escalation issues are put in the priority lane, support will work on these as priority.

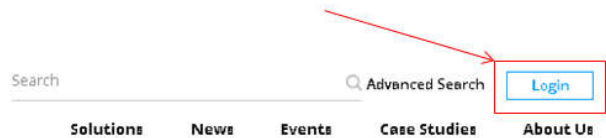
To track tickets on web:

Go directly to the Login page: <https://www.etere.com/Reserved>

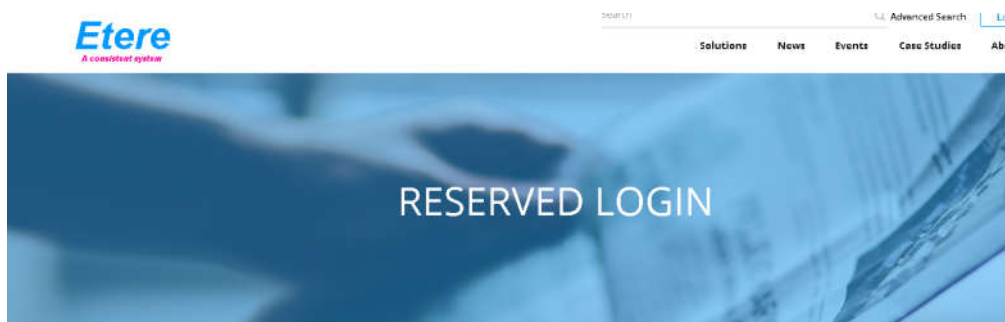
Alternatively,

<https://www.etere.com/>

Click on : “Login”



Log in reserved area:



Reserved area-Login

Username:
(Insert code here)

Password:

Remember me: ☐

Are you not logged on or have you lost your password?
Insert your username (customer code) and click "Send Pwd". You will receive the password by e-mail. If you have any problems, please contact us: support@etere.eu. To access in this area, you must have cookies enabled

*If you need a password reset, please enter your username and click “Send Pwd” and your new password will be sent to you shortly.

Go to **“Support Fee”**

MENU

Edit Password

[Support Fee](#)

All Distributors

All Customers

Distributors Files

Contacts List

Public Files

Software Updates

Licences

My Files

Upload In My Files

Upload Logs

Log Out

Etere Help

Select and click on the related Site:

For e.g. **1999 – Australia**

Incidents will be displayed:

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Advanced Search | [Reserved Area](#) | [Logout](#)

[Solutions](#) | [News](#) | [Events](#) | [Case Studies](#) | [About Us](#)

INCIDENTS

SEARCH

Number:

From:

To:

Status:

☒ Important

[Search Q](#)

MENU

- Edit Password
- Support Fee
- All Distributors
- All Customers

INCIDENTS 1 to 10 of 52

Status	Number	Subject	Date	IF	Station
	231391	access violation error	25/10/2018 08:55:56		AUSTRALIA
	231306	Advanced Search Results not appearing	24/10/2018 07:39:55		AUSTRALIA
	231304	Move Action Stalling	24/10/2018 05:27:07		AUSTRALIA
	231082	Scheduall webrequest timeout	19/10/2018 22:30:23		AUSTRALIA
	231003	Workflow Error - No Archived copies found on tapes	18/10/2018 10:39:28		AUSTRALIA
	230999	HSM - Maintenance Mode Error	18/10/2018 08:37:39		AUSTRALIA
	230997	DB Query - Access Violation	18/10/2018 04:19:29		AUSTRALIA
	230963	Edit Media - Path no longer populating.	17/10/2018 08:20:40		AUSTRALIA
	230886	HSM Formatting Corruption	15/10/2018 09:32:44		AUSTRALIA
	230582	RE: EDLs not working in New Web UI	12/10/2018 05:20:52		AUSTRALIA

User can search and filter results by:

Number: Incident number

From: Date from

To: Date to

Status: Open/Wait/Closed/Bug/Fixed/Request for modification/Modification accepted/Modification rejected/Email received/Email sent/Open plus/Fixed plus/Wait over/Wait for release/Connect request/Sent quote

Important: Check this box to show only priority incidents

The image displays three variations of the Etere search interface:

- Left Screenshot:** Shows the search form with the 'Status' dropdown menu open, listing options: All, Open, Wait, Closed, Bug, Fixed, and Request for modification. A 'MENU' sidebar is visible on the left.
- Middle Screenshot:** Shows the search form with the 'To' date field set to '10/03/2018'. A calendar for October 2018 is displayed, with the 3rd of October highlighted.
- Right Screenshot:** Shows the search form with the 'Number' field containing '231391'. The 'Status' is set to 'All' and the 'Important' checkbox is checked. A 'Search' button is at the bottom.

Icon Legend: Open the icon legend to view description of all incident status and colour codes



Icon legend

Icon legend



Open

When the customer service department is examining the problem, therefore, all calls are 100% responsibility of Support that must deal as soon as possible.



Open plus

(Incident Upgraded) If support asks for consultancy to other departments like Delphi, there must be specified, in the transition "Open" -> "Open+", the new responsible as Programmer, Marketing or Seller; being this indication COMPULSORY for Open+ calls. If the priority is set to HIGH, it is advisable send an e-mail/phone-call/sms to the person concerned and must be written in support.

The status is "Open+" even if support is going to do a proper test, all "Open+" calls remains responsibility of the support that must daily ask for a solution.

Every time you for ask consultancy to other departments (i.e.: DELPHI, MARKETING, etc), you must send to the client the default email detailed below: "We have taken the problem under examination, and as soon as possible we will give you the relative info.

For further information regarding the status of your call, please access our website www.eter.eu - Customer's Area - Software Updates - Web Support, and enter your license number in the username field and your password (if you don't know what is your password, just follow the instructions provided in the video, or contact the Etere's support service.)"



Modification rejected

The request for modification has been denied.



Fixed plus

A bug which have been fixed but still needs to be tested.



Wait

It is used when we wait for a feedback of success from the client, therefore, it must be the client to provide further **INFO**.

All calls with status of "Wait" will be periodically controlled, and all calls which have this status from at least 10 days will be closed giving the relative information to the customer.

The task of controlling and eventually closing calls, which status is "Wait" from more than 10 days are on charged of who makes either the Saturday and/or Sunday shifts

It is also possible to visualize a list of calls with status of "Wait" from more than 10 days, this by using the proper function button present in the support program.



Wait over

Calls which are in a 'wait' status for more than two weeks (i.e. 14 days).



Connect request

Indicates that Etere's support service has remotely accessed the customer's installation, sending an email at the start and end of the connection to inform the customer about this operation.

Escalate level in support



First Level



Second Level



Third Level



Fourth Level

The escalation colour reflects the status of the Call, so it is set automatically.

The escalation is decided by Etere support team.

Contact:

Etere support is available 24 hours a day, 7 days a week.

■ **Phone:** +65 69504194 and alternatively, +3907339564 if calling from Italy

■ **Skype:** etere.etera

■ **Email:** support@etera.com