25 OCTOBER 2018

Ver 1.0

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.
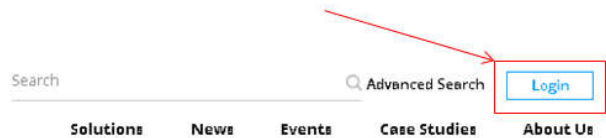

To track tickets on web:
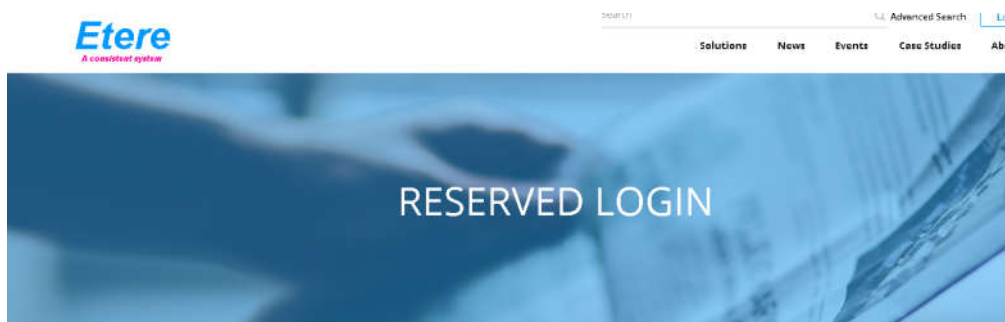
Go directly to the Login page: https://www.etere.com/Reserved

Alternatively,

https://www.etere.com/

Click on : "Login"

Log in reserved area:

*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:

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

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

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 is 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.etere.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.etere**

■ **Email: support@etere.com**