

HOW TO REQUEST SUPPORT

How We Manage Requests

Every request is entered as a ticket so we can manage multiple issues/requests/problems for our clients every day such as: computer won't boot, software hangs, poor network connection, print problems, billing questions, etc. All tickets use a "status" to let our clients and our team know where the support stands and what is next to getting the issue resolved. In addition, the time spent working through the issues will be tracked in the ticket along with the communication back and forth between the clients and our technical teams. Once a ticket has been completed by a technician, a simple survey will be sent in most cases to understand how well we handled the issue. Then our management team will review each ticket for accuracy along with proper documentation before it is considered closed.

What is a Ticket?

Simply put, a ticket is an effective mechanism to manage, track, and verify every issue or request is handled appropriately by collecting all information in one place.

Entering a Ticket

There are three ways to request support and get a ticket started for an issue or request and these are listed in the order of preference.

1. **Internet** at www.inchelpdesk.com. Our dedicated client portal allows you to enter tickets in your own words, see real time status of open service requests, and search past service requests. This is the best way to request support as our forms help you answer the necessary questions we need to start working on the issue right away and will allow you to enter the Impact and Severity so the right Priority is assigned.
2. **Phone** call 810.213.2111. This is a dedicated number that connects directly to the service team during business hours. Our goal is to answer at least 90% of all calls live but if we cannot, please leave a voicemail message with the details of your issue or request. This will create a ticket and our response will be measured against the time it is received.
3. **Email** us at support@inchelpdesk.com. An email can be sent directly from your computer or smartphone which will create a ticket in our system. If using this option, be descriptive but concise in the subject line and then include more detail in the body of the email.

Emergency Requests

If you have an emergency request such as the entire organization is down, a department or group of users is unable to work due to technology issues, or there is a potential security incident, please call our office directly. If no one answers, follow the prompts to leave an emergency message which will alert the appropriate staff to respond to your request. Please make sure this procedure is followed, or our system will not be able to process the request appropriately and notify our team if outside of office hours.

