



## What is a Ticket?

At INC Systems, we manage every aspect of providing exceptional customer service to our clients through the use of tickets. Basically, a ticket is used for every issue or request that we receive from our clients such as: computer won't boot, software hangs, poor network connection, print problems, billing questions, etc. Each ticket can be tracked from the initial request through the completion to ensure we are meeting expectations. In addition, the time spent resolving the issues will be tracked in the ticket along with communication back and forth between the clients and our technical teams. Having the information for each specific issue in one place helps us make sure we are providing the correct resolutions and since each ticket is saved once it is closed, we can be more prepared in the future when similar issues arise.

## How We Manage Tickets?

Every single request is entered as a ticket so we can manage multiple tickets for multiple clients every day. Each ticket will be assigned a Priority from [1] being the most urgent to [4] being the least urgent. Therefore, each Priority is given a specific time frame for us to respond. We then create a resolution plan and ultimately resolve the issue so we can measure our service delivery performance. 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. Once a ticket has been completed by a technician, our management team will review the ticket for accuracy along with proper notes before it is considered to be closed.

## Entering a Ticket

There are three ways to request support and get a ticket started for an issue or request and are listed in the order of preference. We encourage our clients to type up their requests through the portal or by email so that we get the issue described in their own words to avoid misinterpreting the actual issue.

1. **Internet** at [www.inchelpdesk.com](http://www.inchelpdesk.com). Our customer portal allows you to enter tickets in your own words, see real time status of open service requests, and search past service requests. Your email address will be the username and the password will be setup by us and sent to you. If you do not have the password or forgot, please send an email to [support@inchelpdesk.com](mailto:support@inchelpdesk.com) with the summary: Portal Access and we will reassign you a password.
2. **Email** us at [support@inchelpdesk.com](mailto: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 brief in the subject line and then be very descriptive in the body of the email.
3. **Phone** call 810.213.2111 and you will be placed into our Call Queue. As soon as a technician is available, they will grab your call in the order it was received. If a technician is not available after 3 minutes, you will be asked to leave a voicemail. You can also Press 0 at any point to leave the Call Queue and leave a standard or emergency voicemail. Each voicemail message will generate a ticket in our system.