# QGate Support Usage and Procedures

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## Usage

1. The Supplier understands that at any point the Customer may require a level of assistance to help determine the possible source of an issue or error.  The Supplier will provide assistance to help identify the source.  However, depending on the Type(s) of Service taken, once the possible source is identified, the Supplier may advise the Customer that the issue is outside the scope of the Service(s) taken, and that further support needs to be sourced from elsewhere – e.g. the Vendor or other supplier.  Such problem determinations assistance will be subject to Fair Usage.

2. Problem diagnosis and technical assistance will be provided for issues relating to the currently supported versions of the Software.  From time to time Vendors may announce discontinuance of support for older releases.  If the Customer continues using non-supported versions, assistance will be provided on a best efforts basis only and the Customer acknowledges that escalation of issues to the Vendor will not be possible.

3. The Supplier will provide notification of New Versions and notable or high impact issues and fixes as available from the Vendor

## Procedures

| Contact Points | E-mail:  Support@QGate.co.uk<br><br>Tel:  01329 222802<br><br>Hours: Mon-Fri 09.00-17.30 UK - Excluding Public Holidays | *Note: For web ticketing, you will need an ID and password – if you do not yet have these, please request them by email to* Support@QGate.co.uk |
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| Before logging a Ticket | Prior to logging a ticket, it is important that you provide as much information as possible:<br>• If possible, prepare screenshots of the error into a document showing the error/failure and the context in which it happens (i.e. the full screen, not just the error box).  Seeing the records being accessed, for example, can often assist in our diagnosis.  This can be attached to an email or the web ticket (in either Word or JPEG format ideally).  If subsequent errors occur, these are just as important and should also be included.<br><br>• Details of how the problem can be re-produced, pre-requisite actions, settings, user(s) affected, etc.<br><br>• Change history; whether anything within the system and/or the hardware/software environment has been changed recently.<br><br>• Details of whether the issue is limited to:<br>    o  User(s) – can one user not do something that others can do?<br>    o  Specific Data – is the problem associated to particular records; accounts, contacts, etc? | |

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| | <ul><li>○ Computer – can the same user successfully carry out a task on one PC that they are not able to do on another?</li></ul><br><ul><li>Any other patterns?</li></ul><br><ul><li>Software Versions/Service Pack levels – We have some of these on record but levels can change without us being aware. This should include Operating System, Database Version, Client Software, and related applications (eg. MS Outlook).</li></ul><br><ul><li>It is also recommended that you check the product documentation because what are you asking may either be functioning as designed or detailed in the documentation.</li></ul><br>QGate has an online Knowledge Base that may assist in solving some of your more common problems. This is a publicly available site and the web address for this is:<br><ul><li>http://www.qgate.co.uk/knowledge</li></ul> |
| Logging a Ticket | There are three ways of logging a ticket, below is the procedure followed for each of these methods.<br><br>Please be aware that at busy periods we may not necessarily be able to respond to your issue immediately. We operate a system where tickets are queued and dealt with in the order received and on a priority basis according to their urgency.<br><br>In many cases, we will be talking on a technical level to help resolve your issues. Therefore, it is recommended that only technical staff with knowledge of the product log support issues liaise with us. If you do not have the necessary technical skills, please speak with your IT Department and ask them to the log the ticket on your behalf.<br><br><ul><li>Via Telephone - When you raise a ticket via telephone you will be issued with a ticket number before the end of the call. This will be followed up with an email confirming the ticket number and the ticket details.</li></ul><br><ul><li>Via Email - When you raise a ticket via email the issue will be logged in our system and you will be sent a confirmation email containing the ticket number and ticket details.</li></ul><br><ul><li>Via Web - When you raise a ticket via the web you will be sent a confirmation email containing the ticket number and ticket details.</li></ul> |
| Managing Tickets | Our approach to tickets is: Research; Replicate; Resolve; and Revert. What this means is that we aim to obtain sufficient information from you to allow us to replicate the issue and, once the cause is therefore recognised, revert back to you with the resolution. This may be iterative and we may request further information from you at any point during the process.<br><br>During the life of a ticket, it will go through several statuses – "With QGate", "With Client", "With 3rd Party" and so on until it is "Resolved" which is when we are fully confident that a fix has been provided. Only when you confirm the resolution will we set the ticket to "Closed" |

| | | You will receive, on the 1st of each month, a report stating the status of all tickets that you have opened and that we have closed during the month. | |
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| Urgency Levels | Standard | Examples and Characteristics:<br>Abnormal termination<br>Moderate performance problems<br>Cosmetic problems on screens, reports or documentation<br>Functionality issues<br>Installation and upgrade questions | We will:<br>• Agree a period in which you will receive update reports<br>• Escalate to your Account/Project Managers within an agreed period |
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| | Priority | Examples and Characteristics:<br>Serious impact on usability and/or performance<br>Difficult recovery<br>Misrepresentation of data<br>Significant reduction in users' productivity | We will:<br>• Report on progress verbally daily and in writing<br>• Agree a period in which you will receive update reports<br>• Escalate to your Account/Project Managers and a Director within 24 hours |
| | Critical | Examples and Characteristics:<br>Total System failure<br>Corruption or loss of data<br>Impossible recovery<br>Constant and extreme performance problem | We will:<br>• Report on progress twice daily in written form<br>• Escalate to your Account/Project Managers and a Director immediately |