Using the Support Portal

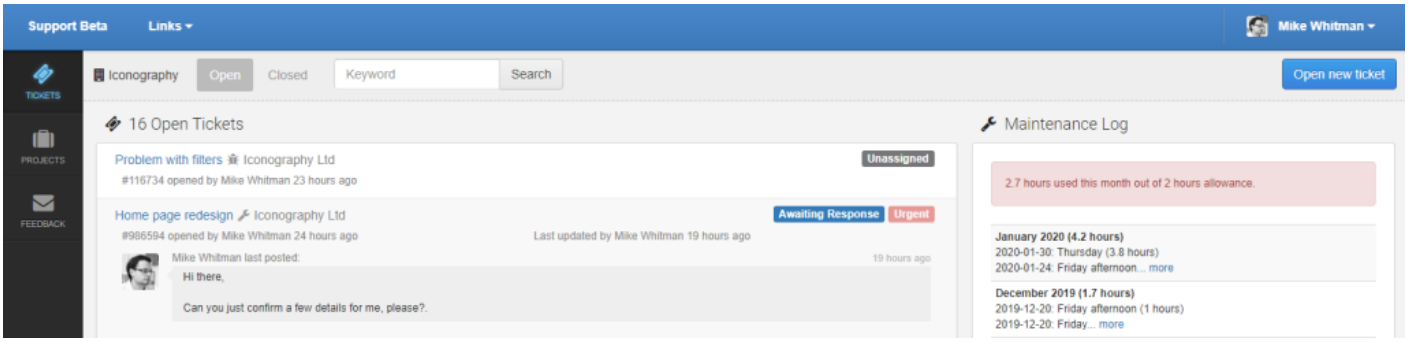
We manage Support via our ticketing system.

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Summary

Introduction

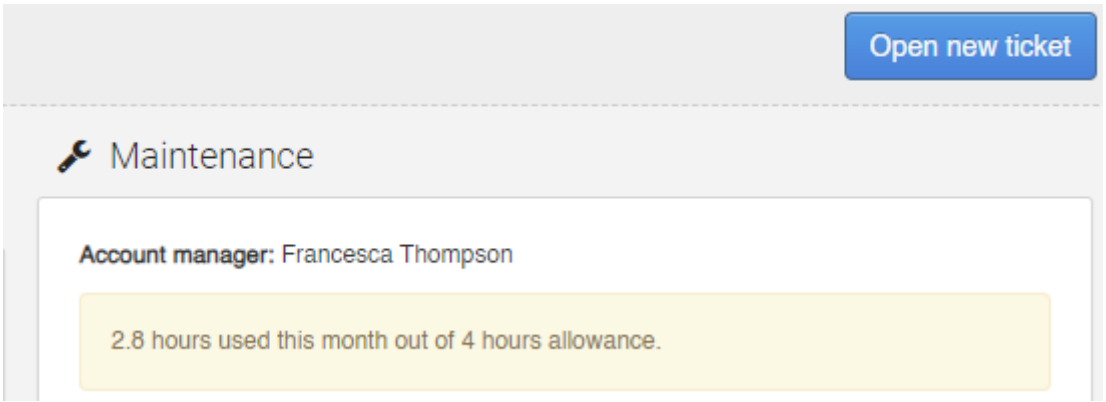
The Support Portal lets you easily manage tickets. Whether you've requested a change or reported a bug, all progress will be recorded here. You can log in for updates, or simply wait for email notifications.



Managing Tickets

Opening a Ticket

Tickets are how we work. Every time you need to raise something with us, just open a ticket. Then, you'll receive notifications as we work on it, and you can add your own comments and replies too, all in one place. To open a new ticket, you need to look for this button:



Simply press it and follow the instructions (remember, examples are always helpful). When tickets are opened, you'll need to pick one of the following categories:

Change Request

Use this to make a request to have something changed. These are proactive changes that will typically have a cost associated with them. See our Maintenance page for more details.

Important

Use this to flag high priority Change Requests. See our Maintenance page for more details.

Bug Report

Use this to report any bugs in your system. See our Bugs page for more details.

Business Critical

We define 'Business Critical' as something being of fundamental importance to the working of your IXO Commerce system, typically something that prevents orders being placed.

Question

Use this to ask a question; most often, these tickets are used to ask how a feature works.

Other

For all requests that aren't covered elsewhere.

Managing Tickets

Notifications

Responses to tickets will be visible within the portal; they are viewed by opening a specific ticket. You may also receive email notifications - please ensure that emails from support@iconography.co.uk are marked as 'not spam' within your email client.

Adding Responses

You can add responses from within a ticket.



Adding Attachments

Once the ticket is open, you can also add attachments, like spreadsheets and images; simply go into the ticket and look for the 'Attach File' button.



Managing via Email

It is also possible to open and respond to tickets via email.

If you reply to an email notification, that reply will be added to the relevant ticket, along with any attachments within the email.

Email sent to support@iconography.co.uk will be automatically added as tickets, along with any attachments within the email, viewable within your Support Portal

FAQs

What's the ticket SLA?

We commit to an initial response to all tickets within two working days. Actual response time is often much faster, and most tickets will actually be resolved quite quickly. However, do be aware that larger, more complex tickets can take longer and that it's not uncommon for some requests to take weeks to complete.

You should also be aware of our maintenance guidelines when opening any ticket. Please keep in mind the size of your request, as well as looking at how much maintenance you have left for the month.

How to open a ticket