NETCALL

Liberty Support

Case Logging Instructions
Issue 1.0

Date of issue:
03 August 2020

Contents

1 Document history

Date	Issue	What Changed?
03/08/2020	1.0	n/a

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2 Registration and Sign in

In order to submit support requests to Netcall service desk using the new Support Portal, you will first need to register for the Netcall Community https://community.netcall.com/ .
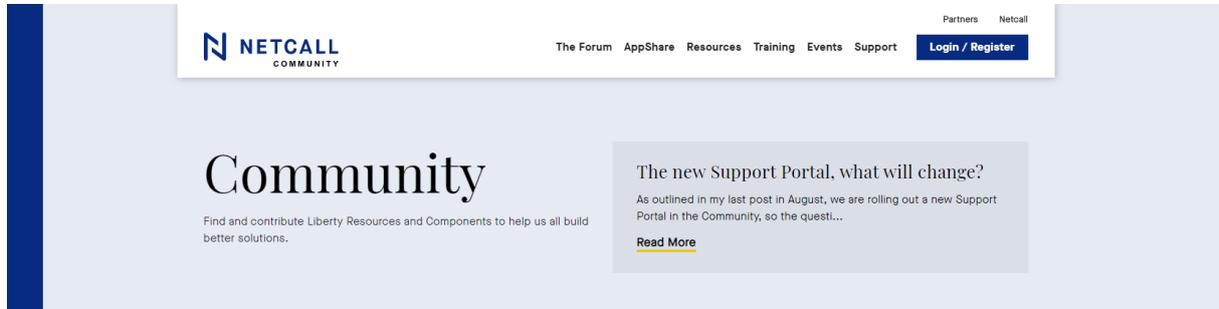
After the registration process your request will be validated by the Community team and our systems updated with your details, this is normally completed within 1 working day.

But don't worry about this validation process delay, even when your account is in this pending status you will still be able to access the Support Portal to log cases.
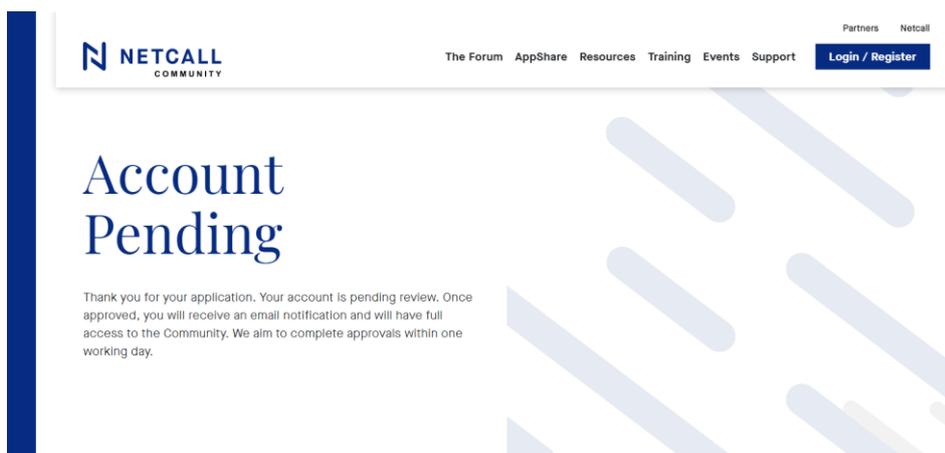
Once setup in the new Support Portal you will now be able to submit new support requests, receive updates on existing cases, and view the status of your other open cases.

Note however If you are already registered on Community then you don't need to do anything, when you next log in you will simply find a new option in the support menu for the new Support Portal, and your good to go.

As a belt and braces we have also retailed for a short period of time the old Support Portal and this will be accessible from the support menu for registered and non-registered users, however we would of course encourage all users to make use of the new Support Portal.

3 Submitting a new case to Netcall service desk

3.1 Introduction

Once fully registered you will be able to log-in to the Community by entering your credentials on the sign-in page.
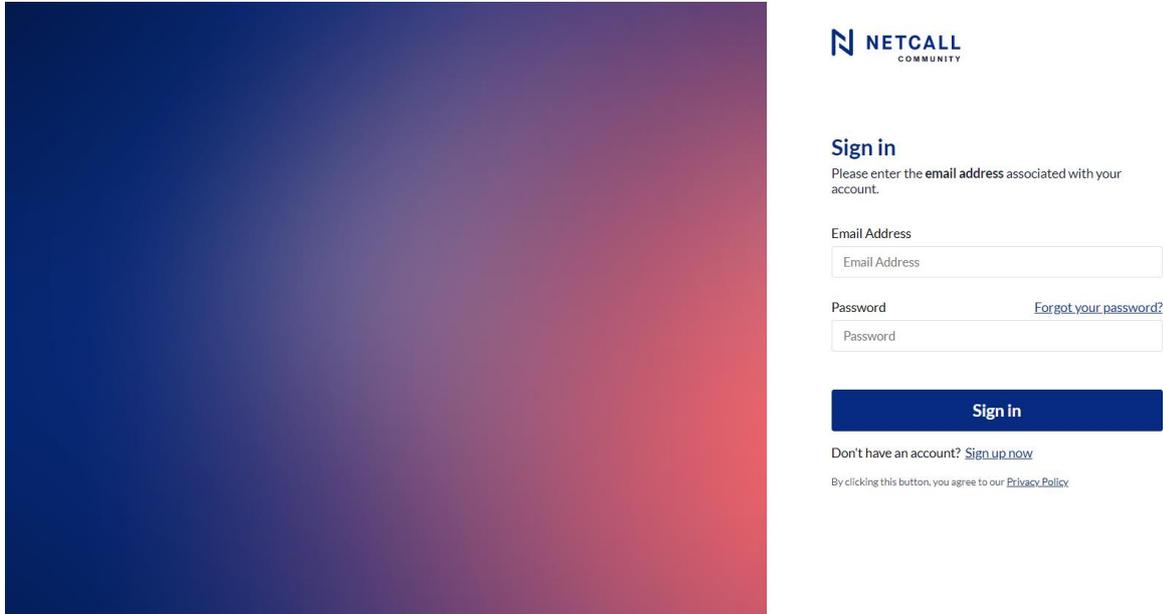
You can then access Support by selecting Support from the top menu options.

This will land on the Support page.

Please Note: *For support with user access problems with your Liberty solution such as log-on problems, password resets and changes to user profiles, please contact your IT systems administrator. Thank you.*

3.2 Logging a support request

To report a problem with your solution or raise a service request, click on the Support option.

The following Support page is then displayed to enter the details of your support request.

Description *
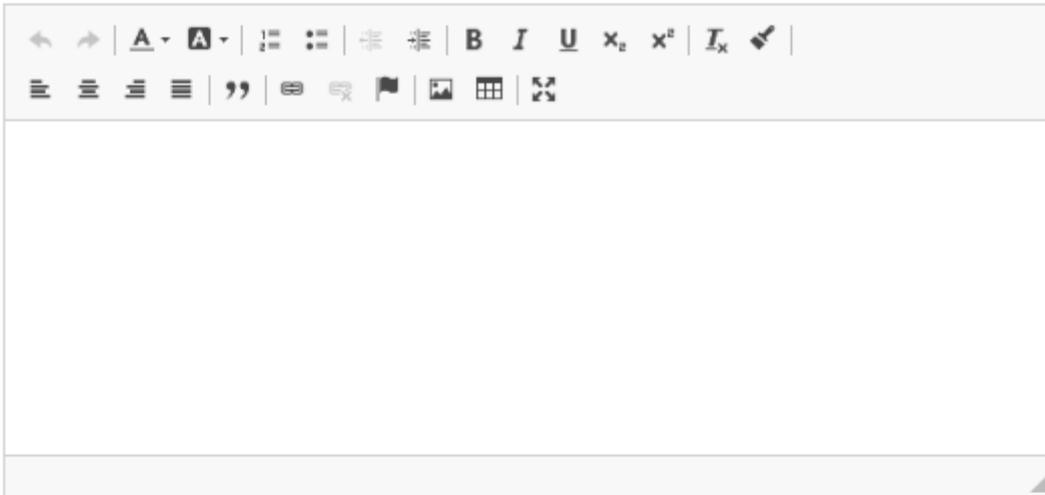
[Rich text editor toolbar]

Affected Telephone Number

_____

Solution URL

_____

Error code

_____

Submit support request

To ensure we assign the most appropriate skilled people in the service desk to your case, and to understand a little more about the incident or your service request requirements, please complete the fields described on the following pages. Fields marked with a red asterisk are mandatory. The fields System, Environment and Case type present a list of drop-down options to choose from. A description each field follows.

3.1 Case type

Select either the **Incident option to report a fault or problem with your solution**, or select the **Service request option if you require the service desk to fulfil a contracted task** or you have an enquiry / request for information. Remember, many questions can be also be answered by visiting the many Community Resources pages.

Selecting the Incident option will present additional mandatory fields to select Urgency and Impact to assist the Netcall service desk with assessing the prioritisation of an incident record.

3.1 Customer Reference

If you have a local reference number within your organisation, for example INC00123456, then enter this so that we can cross reference them in discussions and reports etc.

3.2 System

All systems associated with your organisation's account will be presented. Select the appropriate system relevant to the request.

3.3 Environment

Depending on your solution, you may have more than one environment within your Liberty platform such as Live, Build or Test etc. If so, please select the environment that you would like Netcall to investigate or fulfil a service request.

3.1 Title*

This is a mandatory field. The title should just be a few key words that encapsulate the essence of the support request. There is larger field for a full description on the next field. Please note, the title will also form the subject of the subsequent e-mail correspondence on your case.

3.1 Description*

This is a mandatory field. In the description try to include as much information as may be relevant. The more detail we have the better we can investigate the problem. If you can provide any screenshots that show the problem, or have any other supporting files, these can be added as attachments. How to add attachments is detailed further below.

For Incidents, other useful information may include but not be limited to:

Which services are being impacted or have been impacted?

When does it occur?

Does it occur intermittently?

What action is being performed when the problem occurs?

Who does it affect?

Are there other accompanying symptoms at the time of failure?

When did it first occur? Include date and ideally the time to best estimation.

Does it re-occur at particular times of the day, week, or month?

3.2 Affected telephone number

Depending on the nature of your request and if for example you are using a Liberty Converse Contact Centre solution for example, please add any target telephone number or number ranges that you are experiencing problems with, so that we can use them to re-create the problem or capture samples during our investigations. If there are any particular numbers you reserve for testing purposes, these would be helpful too.

3.3 Solution URL

Typically for Liberty Create applications, please put the web address of the page on the site where the problem is seen. This will be in the line on the browser where the web address is located. Please see the following example:
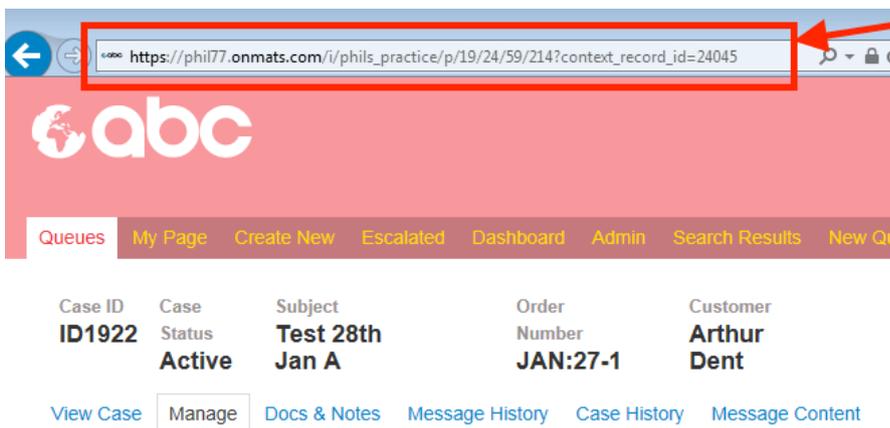
Tip: Copy the URL of where the problem occurs from the browser and paste to the **URL** field to avoid any typos. This also ensures that we can go directly to the location concerned where the problem is seen.

Error code

If any error code or message has been output, please enter this here, copy and paste if possible. If it appears as a pop up or other web page then this can be added as a screenshot in an attachment (see notes of attaching files further on)

Having an accurate representation of the error message will help the service desk identify its likely source. It may be an error code or message from the Netcall system or it may be from another source associated with its environment.

3.1 Urgency* (available when incident is selected as the case type)

The priority of the incident will be derived from the combination of the urgency and impact scores based on the criteria in the tables below. These, in conjunction with the contracted SLA for the system selected, will determine the incident response time and target workaround/resolution times for the incident for a given priority.

Urgency	Description
High	Issue will escalate rapidly though customers organisation Impacts on time critical customer services A fast response will limit customer external reputational damage Multiple Key workers are affected e.g. CEO and CFO
Medium	Issue will escalate though customers organisation Key worker affected e.g. CEO and CFO Blue & Green list customer
Low	Issue will not escalate though customers organisation past manager Doesn't Impact on time critical customer services

3.2 Impact*(available when incident is selected as the case type)

Impact	Description
High	A large number of staff are affected and/or not able to do their job. The financial impact of the Incident is high or the damage to the reputation of the business is likely to be high.
Medium	A moderate number of staff are affected and/or not able to do their job properly. There is a financial or reputational impact but is not high.
Low	A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort. There is no direct financial or reputational impact on the business except for extra effort costs

For reference, the incident priority numbers (P1 to P5, P1 being the highest priority) are shown in the grid below based on the scoring criteria described in the above tables.

		Impact		
		High	**Medium**	**Low**
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P5

On completion of the form, click 'Submit support request' button at the bottom of the page and the following page will be displayed as confirmation that the case has been successfully logged.

Case Details   Case Notes   Case Files   ← View all cases

Sample support request

Case reference	**Urgency**
NID1097	Low
System Name	**Impact**
No system name provided	Low
Environment	**Case Type**
Live	Incident
Status	**Error code**
Open	None

Solution URL
https://customer.livesystem.com/page1

Solution phone number
No phone number provided

Summary
Sample support request

Description
This is a mandatory field. In the description try to include as much information as may be
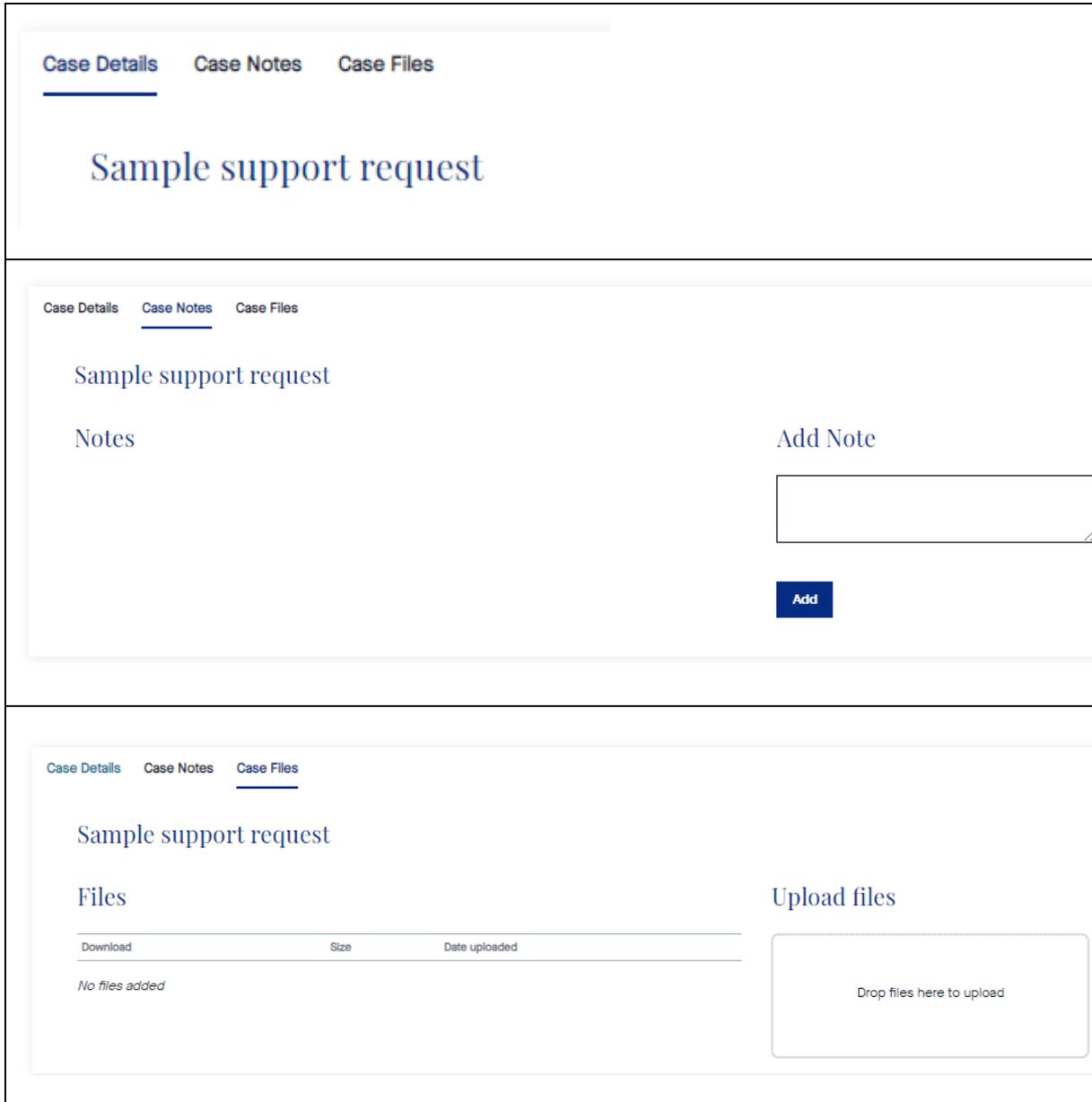
Case Progress

Thank you, your case: **NID1097** has now been assigned to: and the current status is: **Incident Logging**.

Current activity
Incident Logging

At the top of this page you will see two additional menu options to append notes and attach files.

Notes

Case notes can be added at any time and they will be appended to the case.

Files

Case files should be used to attach files such as log files or screenshots. Just drag and drop relevant files to help with the investigation or service request. Multiple file selections may be performed in a single drag and drop step.

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4 Email communications

Once the case has been logged, the originator of the case will receive an email to confirm the case number and a link to view ongoing progress with the case. See example below.

From: Netcall Support [mailto:No-Reply@netcall-operations-support-build.oncreate.app]

Sent: 29 July 2020 11:57

To: <originator@customer.com>

Subject: Netcall Community Support: Thank you, your case reference is [[NID1097]]

NETCALL

Dear ___,

Thank you for raising a new support case, your case reference number is: **NID1097**

If you have registered on Netcall Community for access to the support system, you can view the progress of your case here.

Please feel free to reply to this message directly (leaving the subject line as it is) and the message along with any attachments will be attached to your case.

Thank you,

Netcall Support Team

4.1 Progress updates

Once the case has been assigned to an engineer, you will continue to receive updates from the service desk, along with system generated emails during each key stage of the incident management process.

Sent E-mails will contain the case number in the subject line. To reply to an email communication, you can just reply leaving the subject unaltered, then the message will go directly into the case notes.

Next time you access the Support Portal you will be able to see all your open cases, to review progress, add further notes, or add files simply click on the case reference number to access the case.

Support

More than a general question? Something broken? Get help from our support team. Contact us via the form below, or by phone or email.

0330 363 0300
support@netcall.com

New Support Request

Case type

Please select... ⌄

Customer Reference

System

Please select... ⌄

Environment

Open Cases

NID1092 Thing not working
Incident

NID1099 Test
Incident

NID1100 Issue with Widget
Incident