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Version 1.0

Case logging

Customer Support





Contents

1	Contacting Customer Support	2
2	Support Portal sign-in via Netcall website	2
3	Logging a case	3
3.1	Case type.....	5
3.2	Customer Reference	5
3.3	System.....	5
3.4	Environment	5
3.5	Title	5
3.6	Details	5
3.7	Affected telephone number	6
3.8	Solution URL	6
3.9	Error code	6
3.10	Urgency	7
3.11	Impact	7
4	Viewing cases, adding updates and files.....	8
4.1	Notes	8
4.2	Files	9
5	Communications.....	9
5.1	Progress updates.....	10



1 Contacting Customer Support

You can contact Netcall Customer Support by:



Support Portal nest.netcall.com



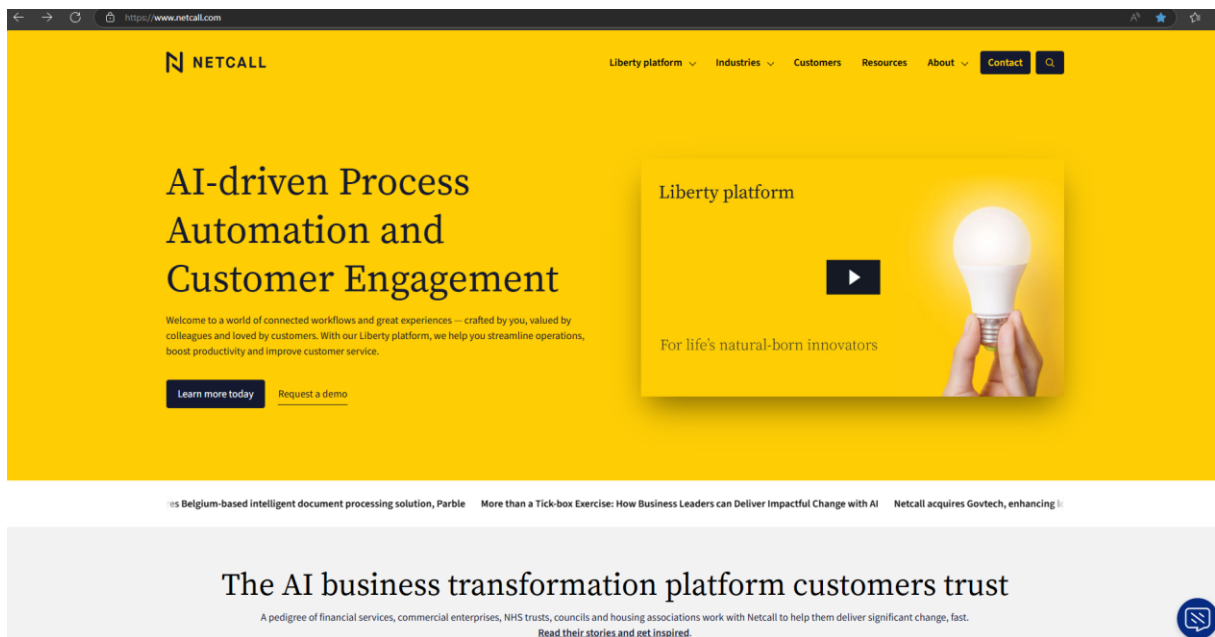
Telephone: 0330 363 0300



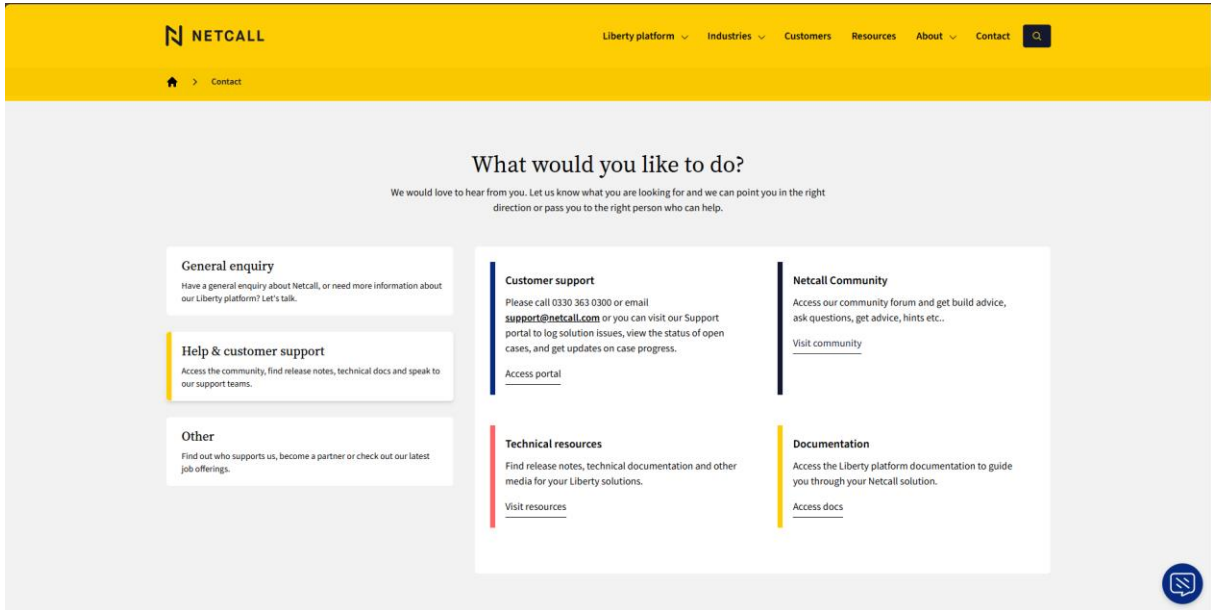
Email: support@netcall.com (For non-urgent requests)

2 Support Portal sign-in via Netcall website

Visit the Netcall website [Netcall.com](https://www.netcall.com)

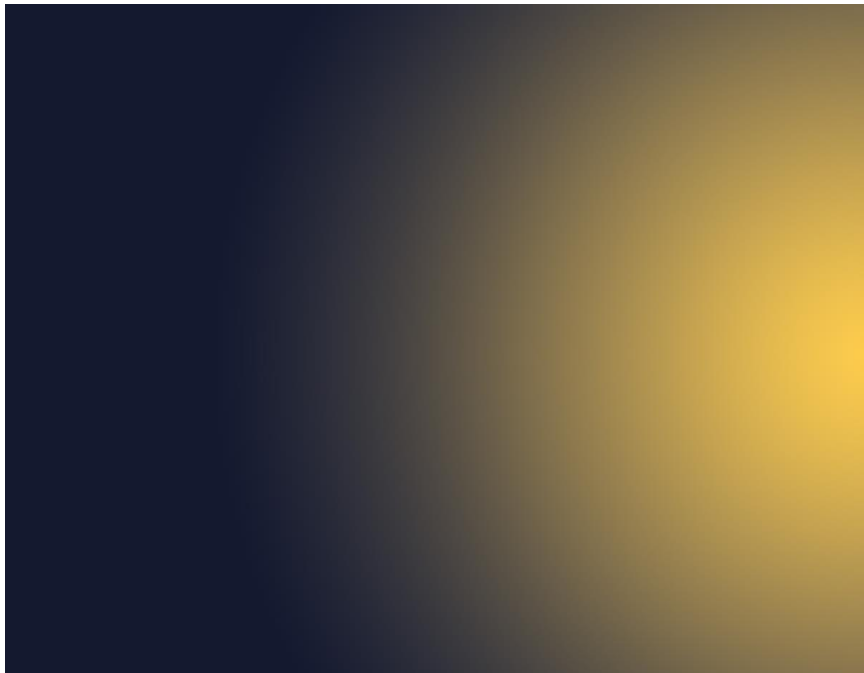


Select Contact from the top tabs



Then select Help and Customer Support from the left-hand options...

Select [Access portal](#) from the centre options under Customer Support.



Sign-in using your Community username and password.

3 Logging a case

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



New Support Request

Case type *

Please select...



Customer reference

Solution *

Please select...



Environment


Please select...



Title *

Details *

← → 🖼️

p 

Affected telephone number

Solution URL

Error code

If you would like to upload files to your case, please click Case Files on the next page.

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. Required fields marked with a red asterisk. 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.

3.2 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.

3.3 System*

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

3.4 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.

3.5 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.

3.6 Details*

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?

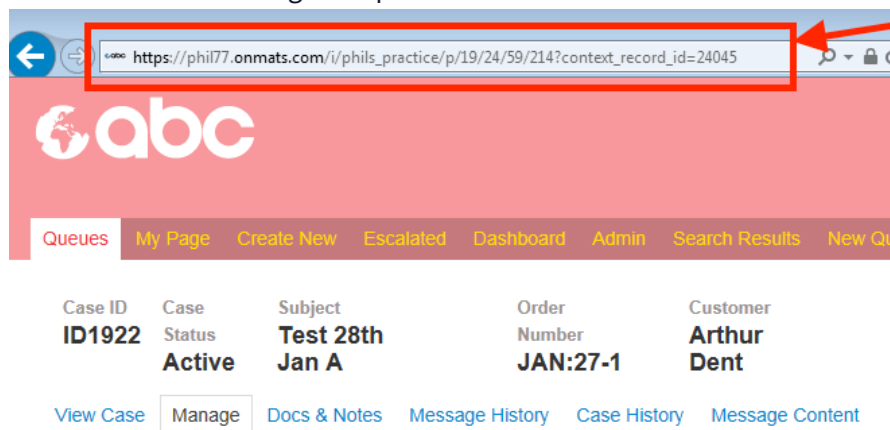
- Who does it affect?
- Are there other accompanying symptoms at the time of failure?
When did it first occur? Include date and ideally the time to best estimation.
- Does it re-occur at particular times of the day, week, or month?

3.7 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.

3.8 Solution URL

For example, with 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.

3.9 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.



3.10 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 through 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 through customers organisation Key worker affected e.g. CEO and CFO Blue & Green list customer
Low	Issue will not escalate through customers organisation past manager Doesn't Impact on time critical customer services

3.11 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.

4 Viewing cases, adding updates and files

The screenshot shows the 'Case Details' page for a 'Sample support request'. At the top, there are three tabs: 'Case Details' (selected), 'Case Notes', and 'Case Files'. A link to 'View all cases' is in the top right. The main content is divided into two columns. The left column contains a table of case metadata:

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

Below the table are sections for 'Solution URL' (https://customer.livesystem.com/page1), 'Solution phone number' (No phone number provided), 'Summary' (Sample support request), and 'Description' (This is a mandatory field. In the description try to include as much information as possible).

The right column is titled 'Case Progress' and contains a message: 'Thank you, your case: **NID1097** has now been assigned to: **[redacted]** and the current status is: **Incident Logging**.' Below this is a 'Current activity' section with a green box labeled 'Incident Logging'.

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

4.1 Notes

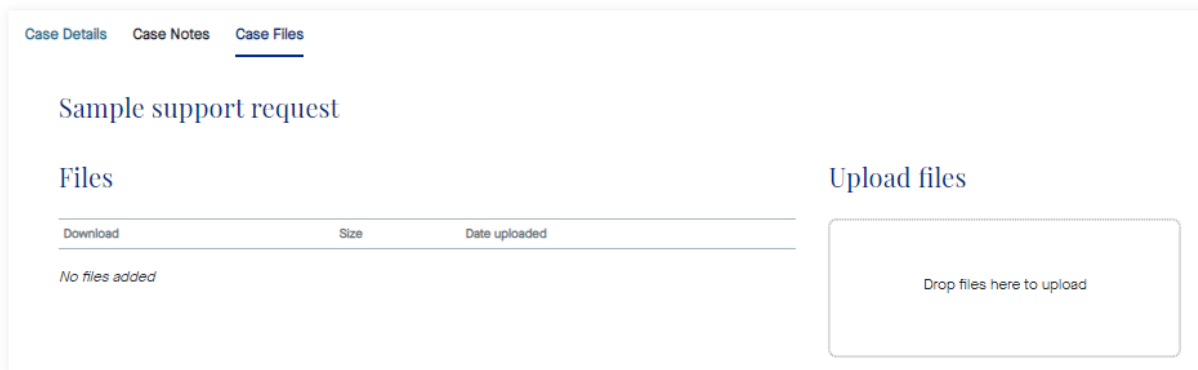
Case notes can be added at any time and they will be appended to the case.

The screenshot shows the 'Case Notes' page for the same 'Sample support request'. The tabs at the top are 'Case Details', 'Case Notes' (selected), and 'Case Files'. The main heading is 'Sample support request'. Below it, there are three tabs: 'Case Details', 'Case Notes' (selected), and 'Case Files'. The page is titled 'Notes' and features an 'Add Note' section on the right. This section includes a text input field and a blue 'Add' button.



4.2 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.



5 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:Reply@nest.netcall.com]

Sent: 29 July 2020 11:57

To: <originator@customer.com>

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



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



5.1 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 emails 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.

The 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

End of document.