ACTEL Customer Support

Ticketing and follow-up

9/22/2010
Actel- Active Telecommunications

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Introduction

Deriving from its belief in "good customer care", ACTEL strives to improve its Customer Support infrastructure.

A quality customer support starts with dedicated people armed with the adequate tools for the job. We will be exploring together the simple, yet efficient, features of our new Customer Support web interface.

Scope

This document will cover all the features of ACTEL's customer support web interface as well as how they should be used.

Even though the content is suitable for readers with different technical backgrounds, we wrote while having the needs of our partners' technicians in mind.

Filing a Ticket

Using the web interface

1- Go to http://support.actelme.com

2- Click on "**Open New Ticket**" or "**New Ticket**"
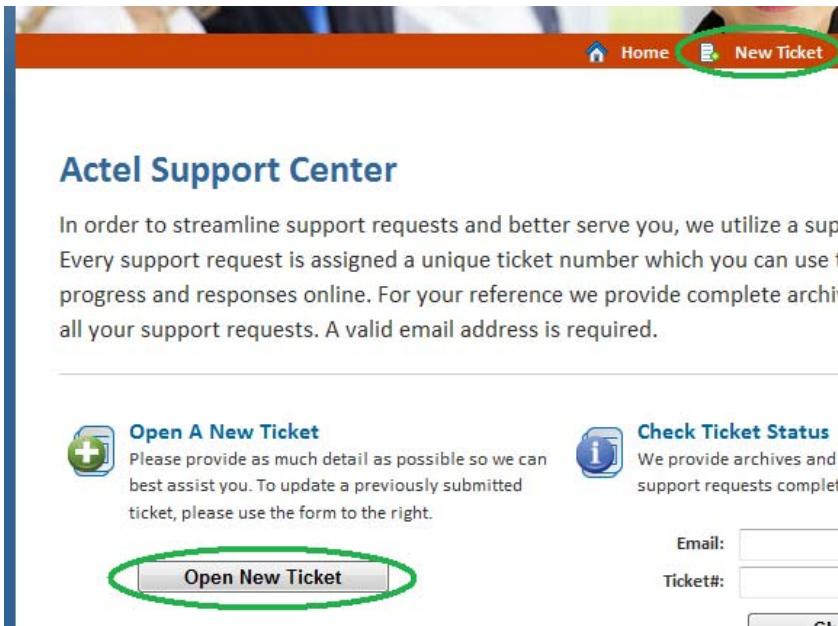
3- Fill in the form with the right amount of information that will help us assist you efficiently

4- Click the "**Submit Ticket**" button

5- The next page will be important and informative

Support ticket request created

Fname Lname,

Thank you for contacting us.
A support ticket request has been created and a representative will be getting back to you shortly if necessary.

An email with the ticket number has been sent to **email@mycompany.com**. You'll need the ticket number along with your email to view status and progress online.

If you wish to send additional comments or information regarding same issue, please follow the instructions on the email.

Support Team

6- You will be receiving an email confirming that your issue has been recorded

NOTE: PLEASE BE ADVISED THAT AT THIS STAGE THERE IS ABSOLUTELY NO GUARRANTY THAT THE TICKET HAS ALREADY BEEN TAKEN INTO ACCOUNT BY OUR SUPPORT REPRESENTATIVES.

Using the telephone

1- Go to http://www.actelme.com
2- Visit the "Contact us" section
3- Contact us by dialing the published numbers
4- Our Support Representative will file on your behalf. You must provide us with the following information
   a. Your full name (First and Last)
   b. Your email address (A company email)
   c. Phone and extension if need be

Filing acknowledgement and receipts

After filing an issue, you will receive an e-mail in your inbox with the necessary information for your convenience.

Use this e-mail to:

1- Reply to ACTEL and update your Ticket with new elements
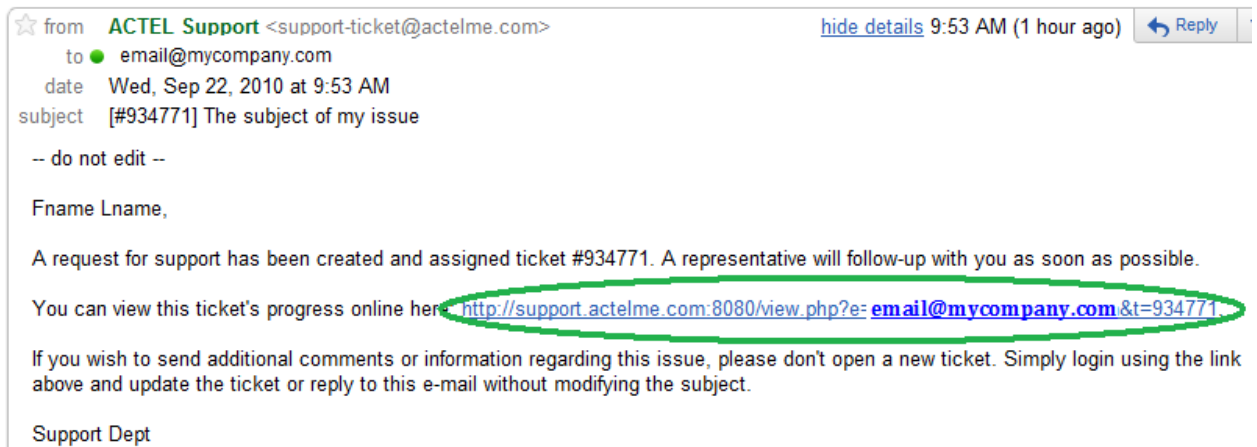2- Use the embedded link to work on your ticket via the online web interface

Checking on your Ticket

You may at any time verify the status of your ticket with us. To do so, we have made a web interface available for you.

1- Go to your Inbox
2- Click on the email that you received after filing you Ticket
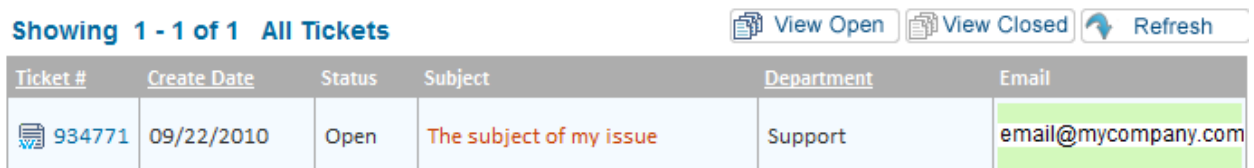

3- Click on the embedded hyperlink

4- You will be taken to the support portal and your ticket's information will be prefilled for you. Just click on "**View Status**"

5- Select your ticket from the list

6- You may now see the full status of your ticket. You may also take action

Ticket #934771 ⟳

Ticket Status:	open	**Name:**	Fname Lname
Department:	Support	**Email:**	email@mycompany.com
Create Date:	09/22/2010 11:53 am	**Phone:**	00961555555 123

Subject: The subject of my issue

📋 Ticket Thread

Wed, Sep 22 2010 11:53am

This is my problem....

Here is how you reproduce it
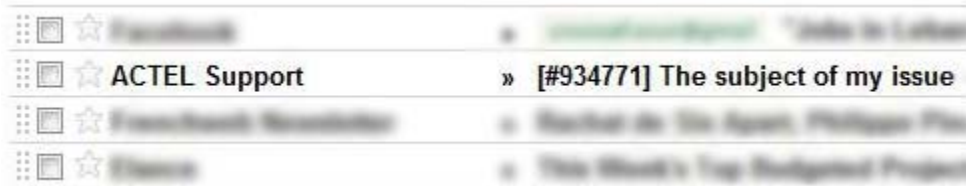
Here are the consequences

This is how urgent it is
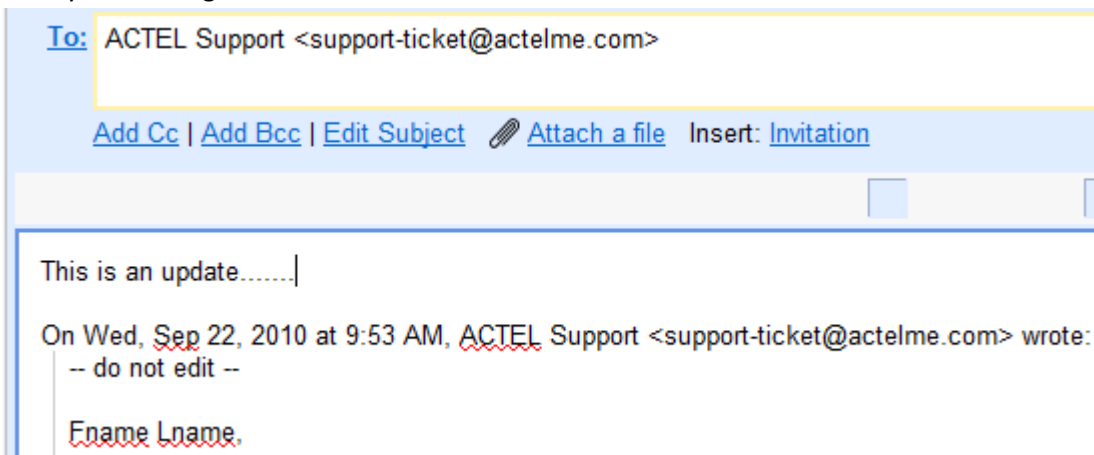
Enter Message *

Attach File

[   ] Browse...

[Post Reply] [Reset] [Cancel]

Interact with ACTEL regarding your Ticket

Respond by email

1- Go to your Inbox
2- Click on the email that you received after filing you Ticket

3- Click "**Reply**"
4- Place your message *Above* "**-- do not edit –**"

5- Do not edit the recipient. It should always be support-ticket@actelme.com
6- Do not edit the subject of your email

Respond via the web interface

Follow the all the steps until "Step 7" in "Checking on your Ticket"

1- Type your message
2- Add an attachment if need be
3- Hit "**Post reply**"