Best Practices for Submitting a Support Ticket

integraSoft

BEST PRACTICES FOR SUBMITTING A SUPPORT TICKET

Help us to get your issue to the right team member and create the best customer service experience for you.

Use the **Support Portal** (detailed instructions are in this document if needed). This will ensure your fastest response. If necessary, you can also send tickets to **support@integrasoft.com** or call us at **(563) 332-5030** and press 1 for support.

Provide as much detail as you can when submitting a ticket:

- **Subject:** If our software is running multiple companies for you, please include the specific company in the subject name.

- **Description:** In the description area, be as descriptive as possible. There is **no limit** to the amount of information that you can provide. Some additional tips for this section:

  o Provide any details of actions taken immediately before the issue was experienced.

  o Document any known changes or recent disruptions to your environment: Software update(s), changes in workflows, power interruptions, etc.

- **Attachments:** Upload or include visuals that would help us better understand your issue. This can include:

  o Screenshots that show a date and time stamp

  o Videos that walk through a reproduction of the issue

  o Reports or any other files that would help illustrate the issue

Please prioritize your support request using the priority levels below and include the impact to your business related to the support request.
*Note: integraSoft may revise the priority based on issue description and provided business impact.*

- **Urgent:** System down, complete stoppage of work - Extremely high business impact

- **High:** Issue that is critically time-sensitive issue (i.e. issue preventing payroll checks from being sent by end of day) - High business impact

- **Normal:** Issue that needs to be resolved soon but isn't critically time sensitive.

- **Low:** Issue that needs to be resolved but there is a work around or it is of very low business impact. May also include requests for training or custom programming.
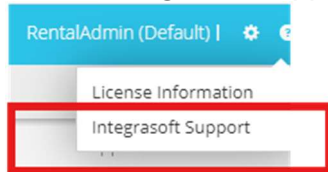
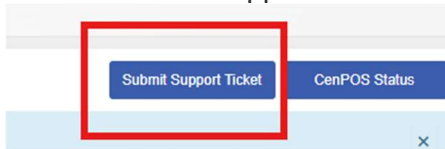**How to submit a support ticket through our portal**

<u>integraRental</u>

1. Go to the top righthand corner of integraRental and click on the " **?** " icon as seen below
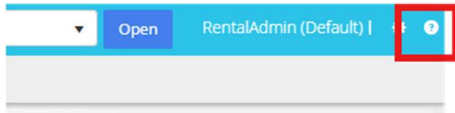
2. Choose integraSoft Support

3. Click on Submit Support Ticket
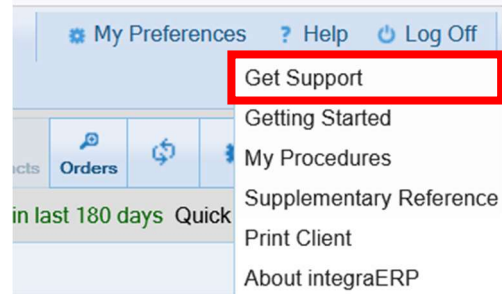

<u>integraERP</u>

1. Go to the top righthand corner of integraRental and click on the " **?** " icon as seen below

2. Click on Get Support

Follow on-screen instructions to sign into the Support Portal. If you are new to our Support Portal, the system will **send you an email** to setup a password.

Click on **Submit Support Request** to submit a ticket using the online form:

KNOWLEDGE BASE

Please use words and short phrases, such as 'delete agreement' instead of 'I have an agreement that is incorrect that I need to cancel'. Knowledge base is used for training documents and basic knowledge articles.