



Customer Support Instructions

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Customer Support Instructions

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Background

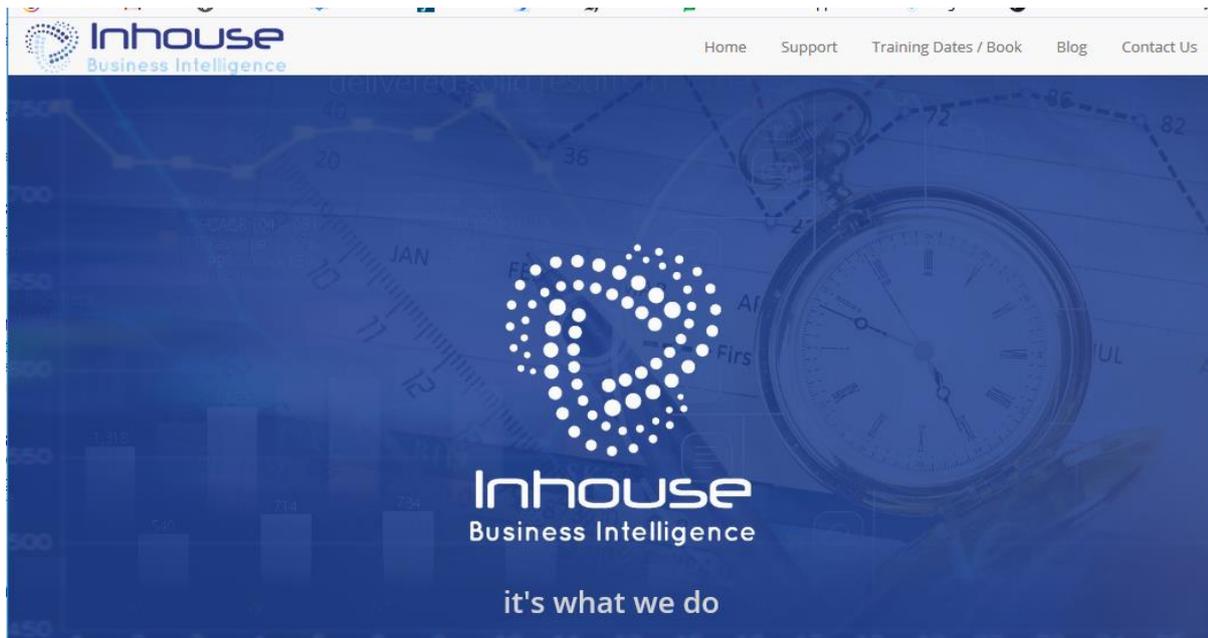
Inhouse BI Limited is providing New Zealand with local support for SAP Business Objects clients with current maintenance and support contracts. This is identical to the service currently offered by SAP, but has the added benefit of local resources. This allows for faster trouble shooting and local time zone based support.

Inhouse is using the ZOHO Service Desk application for logging and tracking support issues. Customers have a choice of methods to log support, all of which are detailed in this document. Please refer to this document in the case that you or others need to request product support.

Contacting Inhouse Service Desk

There are three ways to contact support,

1. Phone Inhouse support direct on 04 9016111, or
2. Email support@inhousebi.co.nz, or
3. Via the Inhouse BI Support Portal at <https://help.inhousebi.co.nz/portal/home>. This is our online support tracking solution.





Support page

Welcome to the the support page, we're here to help.



InhouseBI works with Microsoft and SAP to provide New Zealanders with local support. This support provides our clients with the benefit of extensive local resources as well as 24/7 availability from Microsoft and SAP's own global support network.

If you do have a support request, you may contact us via phone (+64 4 9016111), email support@inhousebi.co.nz.

You can also log calls direct with our Help Desk tracking solution. Please click the button to open the support system and log any SAP product or general support enquiries.

[Help & Support](#)

We will ensure that your call is addressed as soon as possible.

In all cases a call will be logged into our incident management system.

Required to log a call to the Service Desk

Whatever method you choose to contact the Inhouse Service Desk, there are some important points to consider before logging a call, please ensure you can supply:

- Business Objects version, CMS database type (E.g. Oracle, MS SQL) and version.
- Application web server if other than Tomcat.
- Detailed description, with any relevant screenshots of the issues faced.
- Timing and priority for incident resolution for your business.
- Detailed contact information for us to contact you regarding questions or resolution.

The Perfect Customer Message

If something is not going as you expect, do call by phone as often problems can be resolved in minutes before becoming bigger issues.

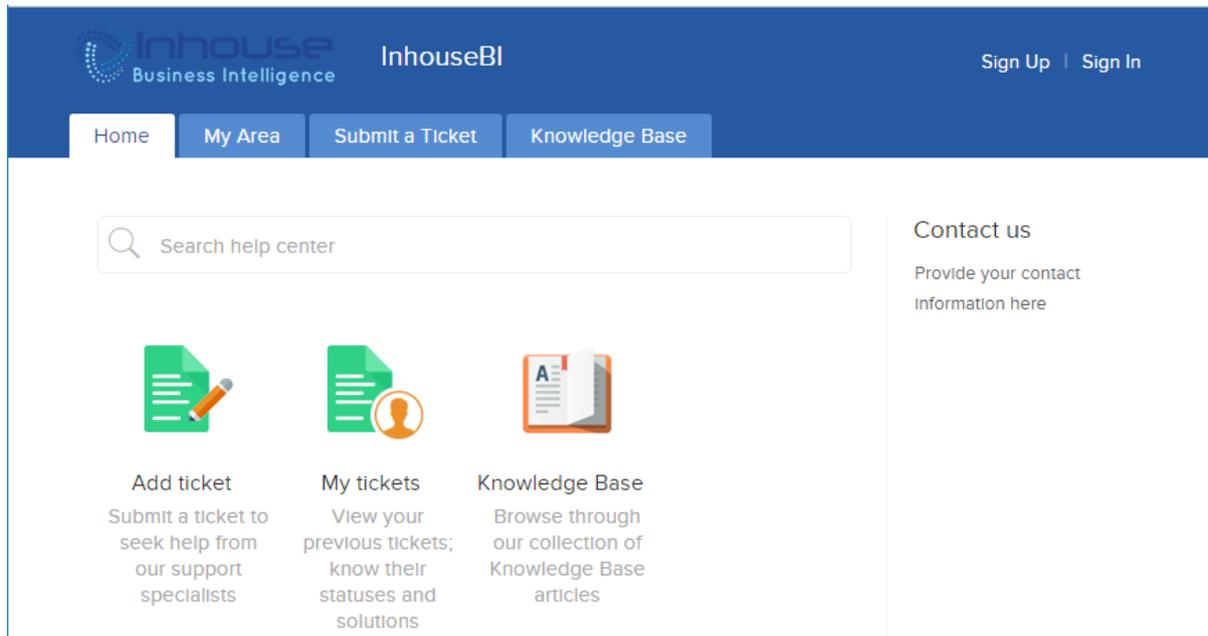
Before logging a call, please note the following key points.

- Record only one issue/incident per call; if there are other problems, create a new message.
- If you can, identify the product, i.e. Crystal Reports, WEBI, Universe etc. If you are not sure, we will clarify during our initial call back.
- Document what you were doing when the issue arose, step by step if you can.
- Start with a meaningful short description as the title, i.e. Not "BI is broken"
- Select the priority level
- Include screen shots of error messages or record error numbers in the call description.
- Tell us how many people are affected by this issue.

Creating a new message

If you are accessing our support Portal, please follow these instructions regarding call logging:

1. Log on to Service desk via your preferred method, either directly to the [portal](#) or via the public Inhouse BI web page [Help and Support button](#); they both go to the same place.
2. You are presented with the “Home” screen.



3. If you have not already done so, select “Sign Up”, in the following page fill in your name and email address and enter the security code as displayed; otherwise log in using you email address and password.
4. You will be sent a confirmation email to the email address you entered, access the email and Accept the Invitation. You will be returned to a browser window to enter and confirm a password. Complete any other details as you require and save.
5. Once you are logged in, select the “Submit a Ticket” tab.

P1-Very High: The Incident may only be assigned priority Very High if an important business process of End User cannot be carried out. It could be a production shutdown or the stoppage of a core business process in the SAP Business Objects system. This category may only be used for End User Production Systems. – In these cases, please supply contact details as we will attempt to contact you ASAP (24x7).

P2-High: The Incident may only be assigned High if an important business process of End User is seriously affected. That means, necessary key activities cannot be carried out. It could be an urgently required function that is not available from time to time or that does not work as it should. This category may only be used for End User Production Systems.

P3-Medium: If another business process of End User is affected, the Incident may be assigned Medium. That means, necessary activities cannot be carried out. For example, it could be a function that is not available from time to time or that does not work as it should.

P4-Normal: – If a business process of End User is not affected, the Incident must be assigned priority Normal. For example, it could be a function that is not available from time to time or that does not work as it should but that is not necessary for daily business

P5-Low: If a problem has no service impact, or there is a practicable workaround then the incident must be assigned priority Low.

- f. Attachments: include screen shots of error messages if there are any. Can also be used to attach any additional information requested i.e. log files etc.
7. Submit the Ticket.

Return to the “My Area” tab, you will notice an open call. Clicking the call id and name will open the call where you can reply to information requests etc., or add comments and finally close the call.

The screenshot shows the InhouseBI support portal interface. At the top, there is a navigation bar with 'Home', 'My Area', and 'Submit a Ticket' buttons. The 'My Area' tab is active. Below the navigation bar, there is a search bar and a 'Back' button. The main content area displays a ticket titled 'Test Subject' with a timestamp of 'on 14 May 2018 02:06 PM'. To the right of the ticket title are 'Reply' and 'Comment' buttons. Below the ticket title, there is a user profile for 'Tester' with a circular avatar containing the initials 'TE'. The user's name is 'Tester' and the timestamp is '14 May 2018 02:06 PM (just now)'. Below the user profile is the text 'Test Description'. To the right of the user profile, there is a sidebar with ticket details: 'Ticket Id : #217', 'Department: InhouseBI', 'Priority: P4 - Normal' (with a dropdown arrow), 'Status: Open', and 'Product Name: BI Client Tools'.

You are able to access our knowledge base from this location as well.

The screenshot shows a support ticket interface. At the top, there is a navigation bar with 'Home', 'My Area', 'Submit a Ticket', and 'Knowledge Base'. Below this, there is a search bar and navigation arrows. The main content area shows a message from 'Tester' with a profile picture 'TE', dated '10 Apr 2018 01:31 PM (4 minutes ago)', and the text 'Testing again'. To the right of the message, there are 'Reply' and 'Comment' buttons. Below the message, there is a 'Ticket Id : #199' and a list of details: 'Department: InhouseBI', 'Priority: P4 - Normal' (with a dropdown arrow), 'Status: Open', 'Product Name: Crystal Reports', 'Customer Reference Number: 123456', and 'Classification: SAP PCOE Support'. At the bottom right, there is a 'Close Ticket' button.

Once the Service request has been submitted, you can return anytime to add additional information, view the status of the message and view any comments that have been added.

Note: Other than yourself, the service agents are the only people able to view your support request.

Remote Support Access

At some point during the call your service agent may request a remote session to your computer. This is as simple as approving an email request to access your computer. During the session, you can communicate with the service agent via phone (the agent will call you) or via Smart Chat on the Inhouse service portal.

Hello ,

I've initiated a remote support session to assist you better. Please join my session by clicking the below link and follow the instructions.

[JOIN SESSION](#)

Thanks,
kevin.beach

This email is sent from Zoho Assist. If you think it's a spam, report the issue [here](#) or mail to abuse@zohocorp.com for immediate action.

Final Review and Solution Acceptance

Having created your support call, several things will happen...

- You will receive an email confirming receipt of the call and providing a means of revisiting the call at any time, this will require you having created an account previously.

Dear Paula Carter,

Your ticket has been created with the ticket ID 194 and subject "Test"

Someone from our customer service team will review it and respond shortly.

Regards,
InhouseBI Support Team.

[View ticket](#)

- Clicking the View ticket button will open a new browser window at the logon page for our support application
- Your call will be reviewed and assigned to one of the Inhouse service team.
- Your call will be reviewed again, and the service agent will call you to
 - Acknowledge receipt of the call
 - Provide you with a call number if you have not already received one
 - Will ask questions to further clarify your requirements. The service call you created will be updated as required based on your answers.

Usually within an hour of submitting your call.

Once support has identified potential solutions you will have informed and provided with instructions on how to resolve the situation. You can either process the instructions yourself or request the Inhouse service agent to do this for you. If the fix is acceptable you may request the support call to be closed or close it yourself.

Conclusion

The instructions provided allow you to log a call direct to our Support desk – this is the preferred method because it allows you to supply any additional information such as screenshots and log files.

If you have any questions please contact us at <http://www.inhousebi.co.nz> or 04 901 6111.

Regards
Inhouse Support