

Logging EVision Support Calls

The following versions of EVision are supported by Eque2

EV 3.60

EV 4.00

OS 5.00

V6 Technical – V3.60, V4.00, V5.00

EV 6.01

EV 6.02

EV 7.00

EV 7.01

EV 8.00 - EV 8.02.8

How to get in touch

To ensure no duplication of calls, please contact us via one of your company's agreed super-users . Calls can be submitted to Support via email or telephone, however email is preferred and system messages and screen snapshots should be included where possible. Please always use the Support email address rather than individual email addresses. The Support mailbox is constantly monitored to ensure timely responses to any request.

Email evision.support@eque2.com

Telephone 0845 245 6401 Option 1/2

Support Manager Anne Marie Kennedy

Support Analysts Douglas Neill
Alex Lynch
Saad Akram

If you're not a Microsoft Outlook user, please follow the instructions below when submitting your email:

1. Open your email message and ensure that the send address is evision.support@eque2.com
2. Switch to the EVision application and display the relevant screen, preferably with a system message and as much relevant input data as the screen will show.
3. Pressing the <Alt> key and the <Prnt Scrn> key will take a copy of the screen into the system clipboard.

4. Switch back to your email message and place the cursor in the main message area, then choose the **E**dit menu and select the **P**aste option. This should insert a copy of the EVision screen into your email. Alternatively, paste into another document and attach that document to the email.

If you experience any problems, please phone the number above.

What happens next?

When a support call is logged, a unique support call number is allocated to the incident. This call number will be communicated back to you as part of the call logging procedure.

Once logged, Support staff will rate the urgency of your call as follows:

Urgency	Definition
Severe/High / Business Critical	Product is down. There are no workarounds to restore product functionality. Top priority is placed on the technical issue and all necessary resources are immediately assigned to the issue. Business Critical is used in the event it is preventing the company from working or paying its suppliers or staff. This type of call will be responded to and investigated within 2 hours.
Medium	Significant product functionality is not working according to product definitions, or significant business objectives cannot be met. Eque2 places high priority on the technical issue and all necessary resources are assigned to the technical issue, but work is generally performed during normal business hours. This type of call will be responded to and investigated within 4 hours.
Low / Informational	Minor product functionality is not working according to product definitions, or minor business objectives cannot be met. Eque2 puts lower level priority on the technical issue and assigns the appropriate resources to resolve the technical issue within customer expectations. This type of call will be responded to and investigated within 4 hours.

If an acceptable workaround can be applied to the issue, then the urgency may be downgraded to the next level.

Whilst we will attempt to resolve all calls at the earliest opportunity and within the timescales detailed above, this does not guarantee call *resolution* within this timescale.

Once a call is being actioned, we may need to remotely access your system to investigate the matter further.

Escalating a call

Customer calls are prioritised so please be mindful that certain types of call, for example payroll processing or complete system failure, will be prioritised above other functionality. However if you feel that your call is not being handled appropriately then the call may be escalated to the Support Manager. The escalation process is managed by the member of the Support team dealing with the call and in co-operation with you.

Our Support Manager will review the severity of the call, taking into account the nature and severity of other calls actively being managed by the Support Team.