



# TECHNICAL SUPPORT

support@telic.digital



LOGGING



PRIORITISATION



ESCALATION



SERVICE  
LEVELS

**TELIC,** DIGITAL

Telic Digital exists to help organisations simplify digital transformation projects using intelligent automation solutions

# SUPPORT HELPDESK

## Standard Operating Hours


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The support desk is open between **09:00** and **17:00**, Monday to Friday, excluding UK public and bank holidays.

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Where activities need to be conducted outside of these days or times, then this can be accommodated through special request via your Account Manager or through general enquiry. For support required out of standard hours additional charges may apply and will be advised in advance if required. Every effort will be made to accommodate out of hours support requests provided sufficient notice is provided.

The helpdesk is open to existing customers who hold a current contract for the products requiring support. Cases related to third party components or software not provided by Telic Digital may not be accepted or handled.



**Our team is  
on-hand to assist**



# LOGGING A SUPPORT CASE

**Tracked from receipt to case resolution**

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## Logging a Case

New support cases should be logged via email. This facilitates automated tracking against support service level agreements.

**Email: [support@telic.digital](mailto:support@telic.digital)**

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Please be prepared to provide the following details to help us identify your support contract and resolve your case:

- ✓ Name and contact details
- ✓ Case reference (if it relates to an existing case)
- ✓ Name of the product, version and serial number
- ✓ Details of the problem including error messages, teams or business areas affected
- ✓ Impact of the issue (which will be used to determine the case priority)
- ✓ Any additional information that maybe useful in helping the support desk resolve the issue

# CASE PRIORITISATION

Cases will be assessed and classified into the following four priority levels.

HIGH	MEDIUM	LOW	OTHER
<b>Major Business Impact</b> - <ul style="list-style-type: none"><li>• Production use of our products or solutions on a primary business service or operation</li><li>• Major application or mission-critical system is stopped</li><li>• Anything that is so severely impacted that the customer's employees cannot reasonably work with the application.</li></ul>	<b>Some Business Impact, Not Critical</b> - <ul style="list-style-type: none"><li>• Important elements of product features are unavailable with no acceptable workaround.</li><li>• Customer's production use of our products in a primary business service, major applications or mission critical systems are functioning with limited capabilities.</li></ul>	<b>Low Business Impact</b> - <ul style="list-style-type: none"><li>• Product features are unavailable but a workaround exists and the majority of software functions are still useable for day to day work requirements.</li><li>• Minor function/feature failure that the customer can easily circumvent or avoid.</li><li>• Customer's work has minor loss of operational functionality.</li></ul>	<b>Non-Support Issue</b> - <ul style="list-style-type: none"><li>• Minor issues, problems or questions that do not affect the software function such as user error, How-To queries, documentation, general questions and queries, or enhancement requests.</li><li>• There is no impact to the product usage for normal work or the customer's operations.</li></ul>
TARGET RESOLUTION TIMES			
4 WORKING HRS	8 WORKING HRS	16 WORKING HRS	AS ADVISED

Requests for support will normally be responded to **within 2 working hours** and reasonable endeavours will be used to resolve a support case within the target resolution times stated.

All support cases will be logged with a unique case reference and monitored. Cases will be tracked according to the following status categories:

<b>OPEN</b>	<b>OPEN</b> Awaiting Client Feedback	<b>OVERDUE</b> Escalated
<b>CLOSED</b> Resolved	<b>CLOSED</b> Non-Supplied Product	<b>CLOSED</b> Change Request