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SUPPORT SERVICE

How does it work?

CUSTOMTOOLS

Table of Contents

Introduction

About this Document

Support work is about sharing the customers' problems and finding working solutions for them together with the customer and colleagues.

This document is about introducing the support work and working procedures in general to clarify what and how can we help you with your questions.

Intended Audience

This document is for users of any level of experience.

However, this document have been wrote from the CUSTOMTOOLS support point of view so the procedures may have some minor differences with the other products of ATR Soft.

Contacting Support

Customers may contact the support team by the following methods:

- Support Portal

    o Directly

    o By an email

    o No effects by the COVID-19 pandemic

- By a Phone

    o COVID-19 may effect

Support Portal

Our target is to contact the customer within the next four (4) hours from the time the support request was submitted, considering the possible time differences though.

In that time, we always do our best to provide you the first solution proposal. If we are not able to provide a solution in our first contact, we request for a further material in relation to the issue to have a better view and tools to help you.

Possible Contents of a Request

Due to our current support service desk platform, we can receive support requests with various kind of attachments. Literally, there are no limitations regarding the files we can receive directly by the requests but if you are submitting your request by an email, some limitations may apply by your email service provider.

My advice for the customers is to use as good and accurate information and attachments as possible. In other words, the more detailed the issue is in the original request, the better and faster we can provide you a working solution.

Knowledge Base Integration

The support portal platform we currently use has an integration to a knowledge base platform. The knowledge base platform requires a login but you may register your account there for free.

Reading the Knowledge Base articles is free of charge as well so please feel free to take look to the articles to see whether you can find an answer to your question there.

When you submit a support request to the support portal, the integration automatically looks for articles from the knowledge base for you. Proposed knowledge base articles appears automatically into the request as proposals. Regardless of that, we always investigate the issues reported.

COVID-19 Effects to the Support Portal

The COVID-19 pandemic is sad thing but it does not affect our support work efficiency through the Support Portal. We are still here to help you.

By a Phone

Requesting support by a phone call is fast but it still have its' challenges though. By a phone, it is possible to present the issue quickly but there is a possibility for misunderstanding things at both ends. For that reason, I literally cannot recommend calling in case the problem requires any special steps to reproduce it.

So when does the phone call work then?

By my experience, you may sort out some minor issues by a phone call nicely and quickly. These minor issues could be for example release of a license activation, a need of some quick advice or confirmation for a problem that is already known but just not in mind right now.

COVID-19 Effects to the Phone Support

The CUSTOMTOOLS Support team is working remotely as well as many others these times. At the moment, we have limited amount of mobile phones in use in the CUSTOMTOOLS Support Team and due to that, you may only reach specific members of the team by phone.

The phone support still exists regardless of the situation though so you do not have to worry.
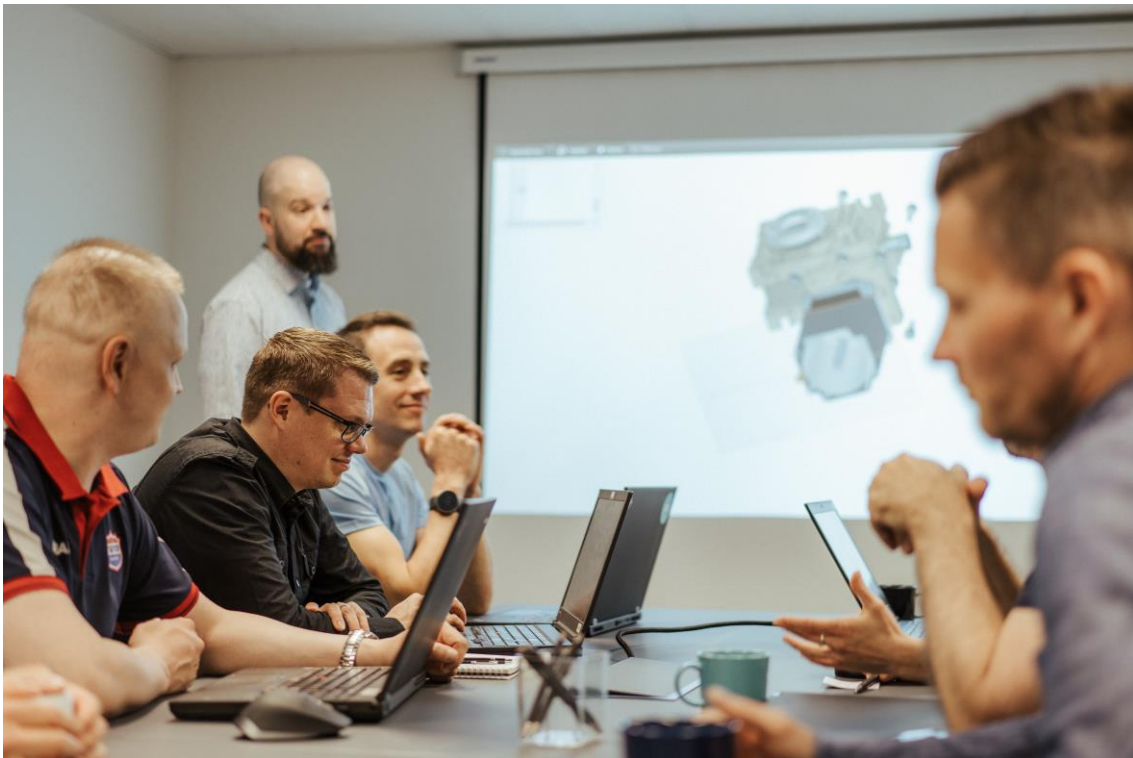
Support Procedure

Procedure how the support works may vary a bit by the cases but the basic procedure goes as follows:

1. We receive a support request

2. We investigate the problem by the material and information we have

3. We provide a solution to the customer

Who to Contact

A responsibility of the first level support is always on the CUSTOMTOOLS re-seller. This means that you should contact your re-seller first when any support is needed. In two type of cases, you may contact ATR Soft first:

- A CUSTOMTOOLS License needs to get deactivated

- CUSTOMTOOLS have encountered a crash

    o In this case, the CUSTOMTOOLS products has an error reporting feature to send the error report automatically to the correct place.

So if your case is none of the ones listed above, please contact your CUSTOMTOOLS reseller first. If your reseller's support desk cannot solve the problem, they can consult us for further help.

Bug Reporting

Sometimes the customers are reporting us some software bugs too, which is important and we really appreciate that.

However, when bug occurs it is important to get detailed information about how did the error occur (steps to reproduce). As an addition to the steps, some example files are usually useful especially in cases the problem relates to something special.

If you are able to provide us a video where you show the problem that is even more effective tool for us too, to investigate the problem as we can see precisely what was done before the error occurred.

Once we get the problem reproduced in our environment, we report it as an SPR to our developers. All public information about the SPRs can be found from the **CUSTOMTOOLS Resource Center**. You may look for a specific SPR by its number or, by a search term using the Resource Center's search feature. We also add a *Web Link* pointing to the SPR related to the support request, into the support request's information so you may access the SPR's knowledge base information quickly by the link provided.

Notes Related to the Reports

Sometimes we receive queries about SPRs' fixing schedule to the support. When these comes up, we always consult our product management to check the specific report but in support, we cannot determine the schedules.
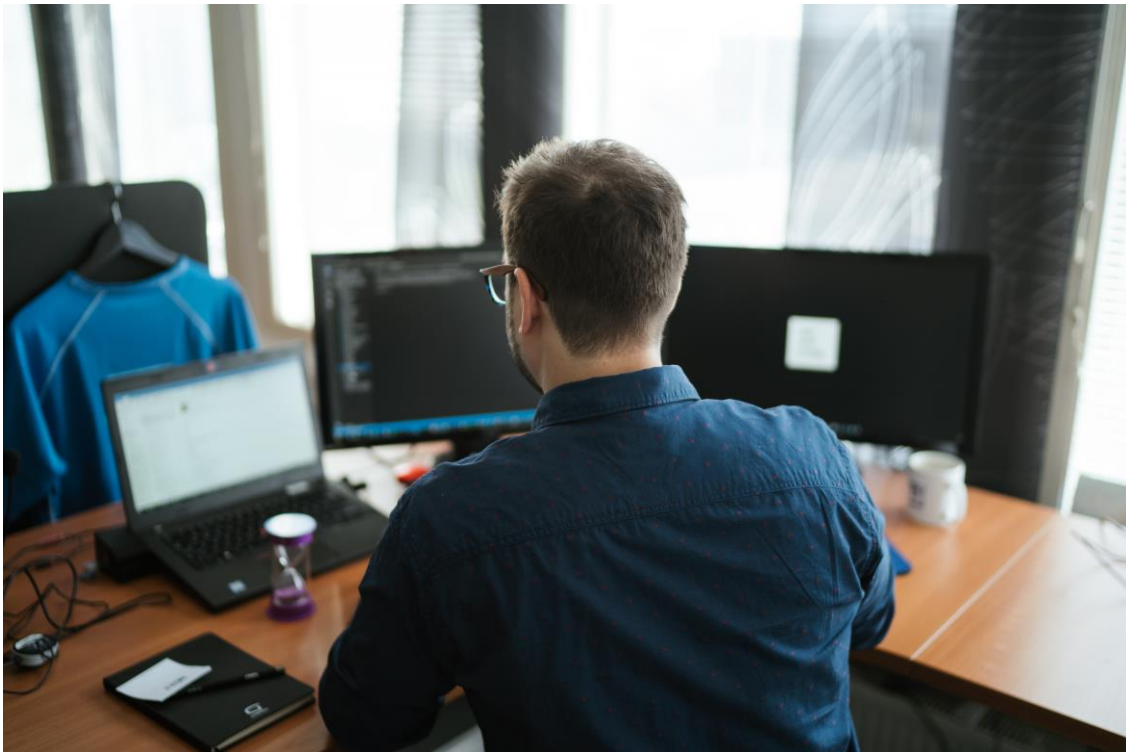
COVID-19 Effects to the Support Work

The COVID-19 pandemic does not effect to our support work or procedures in general.

However, while working remotely we may encounter some delays on consulting the colleagues due to their other tasks. These delays may show up a bit also on processing of the support request.

We will still do our best to serve you so do not worry. Everything is still about to get better.

Customer Satisfaction

Since we applied our current support portal platform to use in early February 2019, we have been able to gather feedback from the customers by their support requests.

A person who reported the request can provide feedback to the support once the request is closed. The link to give feedback is included in the closing notification that comes from our support system.

The customer can provide feedback as follows:

- Rate the service request processing by 1-5 stars

- Comments as text

Past Year Statistics

The past year statistics covers the period from the late May 2019 until the late May 2020. During the past year we received almost 200 reviews from our customers with an average rating of 4,7/5,0 stars.

Customer satisfaction

Show

Past year ▾

4.7
Average rating

185
User reviews

Most Recent Statistics

Overall, our customer satisfaction in the support have stayed stable no matter whether we look to the past almost 5 months or, the completely past year of time.

Since the beginning of year 2020 until the late May when this post is being written, our average rating from the customer feedbacks provided through the support requests have been 4,7/5,0. Total amount of feedbacks within the range above have been 68.

4.7

Average rating

68

User reviews

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