



# Support Process

If you need to have someone troubleshoot a problem; plan work; or enquire about functionality that Nimbus can offer to help improve the day to day running of your business, then the best option is to contact the support desk. A Nimbus Business Consultant is rostered on the support desk each day of the week from 8:30 - 5pm. If you need help with any of the above, follow the instructions below by emailing [support@nimbus.co.nz](mailto:support@nimbus.co.nz)

## What's Your Process

To allow us to address the problem or raise a job appropriately, it helps to have the following information:

- Screen dumps of any errors, reports, menu items affected
- An explanation on what the user was doing when the problem occurred e.g. I clicked on the Status link in the.....
- Jobs Allocated report and I got a message saying.....
- Supporting information about any data affected e.g. job number, purchase order number
- Ascertain if the problem exists for a single user or if it is affecting all users
- How urgent is the problem/job?
- Client contact details
- If it is a new job, what are the requirements?
  - Any relevant samples of the outputs you would like
  - What you hoping to achieve

Information such as the above allows us to ascertain what the issue/problem is in a timely manner or get a job logged and the correct Consultant in touch with the contact person.

## What's Our Process

When an email or phone call is received to the Support Desk:

- We log a job
- If there is an error/problem we triage the urgency of this
- We ascertain if the customer has an SLA (SLA customers get priority)
- The job is allocated to an appropriate Consultant
- You will be notified of this and/or the Consultant will respond directly to your email or give you a call to progress the work.

Each morning the Consultants have a quick meeting, one of the tasks undertaken is to allocate non-urgent jobs left over from the Support Desk the prior day. From this a Consultant will be in touch with you regarding the job.

It is important to note that when Consultants are not rostered on the Support Desk they may be out on site, involved with project work, or undertaking work for other clients. What this means to you and our other clients is that if you require assistance **it is important that you email our Support Desk or call us direct on (03) 548 9894 in the first instance to get the job/issue logged.**

We cannot respond in a timely manner if the email is sitting in someone's inbox and they are working on site for 2 days.

At times one of our team may already be working with you on an issue. In this case, please liaise directly with this member of our team. If that team member is away and the issue is becoming urgent, please let the Support Desk know so that we may follow this up, however it is our goal to avoid this situation by being proactive in our communication with you.