

IBS HELPDESK SUPPORT PROCEDURE

IBSCY LTD

Using our ticketing system, the client can email or call our support centre in order to log the request. Based on the severity of the issue, a support engineer will contact the client within an appropriate response time in order to start working on the problem. During the troubleshooting, emails are sent from the ticketing system informing the client the status of the issue and actions taken. When the issue is resolved, a ticket will be send in order to inform the client that the issue is resolved. Clients that are supported by our maintenance agreement are entitled to benefits such as priority to respond to their requirements, 24x7 support (based on each customer’s agreement). Clients that do not have currently have an active maintenance agreement, please note that our services are chargeable with a minimum charge 80€ per hour, with no committed response times.

CONTACTING TECHNICAL SUPPORT

PHONE SUPPORT	Call us at International Phone: +35725254553 as per support contract hours.
EMAIL SUPPORT	Our recommend method is to submit all information, requests or technical assistant queries at support@ibs.com.cy . As soon as you send an email, you receive a ticket number. An agent from our support team will respond to it according to priority and severity of the issue.
PORTAL SUPPORT	You will have access to our self-portal and you can use the account to raise support tickets and track their status. Follow the link http://helpdesk.ibs.com.cy For your portal credentials please feel free to contact our support team
REMOTE SUPPORT	The client may be asked for Team Viewer credentials that allows a remote connection on your computer. Technical Support engineer will be able to resolve a known problem or technical issue. As soon as the remote session is closed the engineer no longer has access.
BUSINESS SUPPORT HOURS	Monday through Friday 8:30 a.m. – 13:00 p.m. & 14:30 p.m. - 18:00 p.m. (GMT+3:00), excluding public holidays.

RESPONSE TIMES

The Helpdesk support will use the following guidelines when prioritizing tickets and start working on them within the stated response time. Escalation requests are considered on a case-by-case basis.

RESPONSE GUIDELINES

Remedial Maintenance shall take place within 8 business hours from receipt of request and in cases of crucial system breakdown which affects in a major way the whole or substantial part of the office operations of the Customer, the Company shall render its services within 4 business hour from notification, provided the request is given to the Company and the Company can render its services within normal office hours or otherwise within 24 hours from request if this is given or the service can be rendered only wholly or partly outside office hours.

FAQ

1. What is a Team Viewer?

Team Viewer is a software that you can establish a remote control to any computer at any time, with the approval of the end user (client)

2. Where I can find Team Viewer and have remote session?

Open a browser and go to <https://get.teamviewer.com/ibscy>

Click on “**Save**” and then click “**Run**”

Then double click on it and “**Accept**” the Disclaimer.

Then ensure that Team Viewer is ready to connect (*see the green light*).

Provide to the engineer **Your ID** and **Password**.

3. How I can create a new ticket within the Helpdesk Portal support site?

Go to <http://helpdesk.ibs.com.cy> and login to support portal. If you don't have an account login using Google or Facebook or Twitter or please sign up with us and you will be able to create new tickets and provide as many detailed information about the problem.

4. How can I Sign up?

Go to <http://helpdesk.ibs.com.cy/support/login> and click “Sign up with us”.

- Enter the **First** and **Last** name at the FULL NAME field.
- Enter the **Last** name at the LAST NAME field.
- Enter a valid **email address** at the Email field.

- Type the characters and click register or click to get an audio and then click download sound as MP3 Listen and type the numbers.
- Then contact us to support@ibs.com.cy and request to activate the account.
- Then you will receive from IBS HELPDESK user activation and click on the **URL**.
- Then create your password and click **Activate & Log in**.

5. How can I ensure that my issue will be resolved?

When you send an email at support@ibs.com.cy you will get an e-mail notification with a ticket number. A support agent will response to your e-mail. When the issue will be resolved, you will receive a notification that your ticket has been changed to **“Resolved”** or **“Closed”**.

6. How can I check the status of my ticket?

Go to <http://helpdesk.ibs.com.cy> and sign in to IBS Helpdesk support portal. You will find a status report with all the tickets (Open, pending, resolved).

7. How can I reopen a closed/resolved ticket?

- i) Go to <http://helpdesk.ibs.com.cy> and sign in to IBS Helpdesk support portal and choose closed/resolved ticket and reply.
- ii) Or you can simply reply back after your received email that your ticket has been changed to **“Resolved”** or **“Closed”**.