

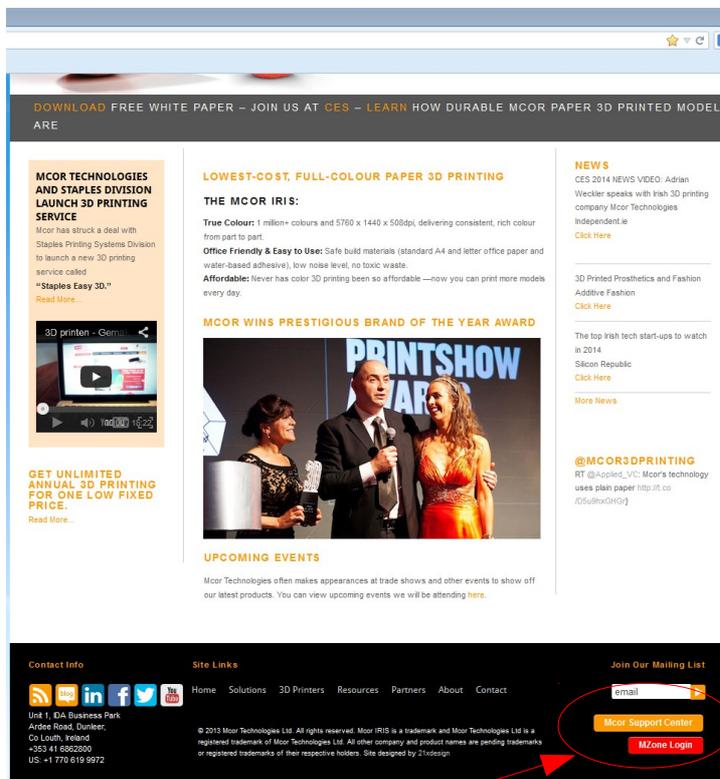
Mcor Support Center and Ticketing Tool (RevC)

INTRODUCTION:

This document outlines the Support Center and Ticketing Tool that is located at the following link.

<http://supportcenter.mcortechologies.com>

This website can be accessed from the Mcor Technologies home page as shown in Drawing 1. Illustration 1 shows the home page of the Support Center. Here we have the knowledge base section and the ticketing tool. The knowledge base has FAQs, software downloads and tutorials. Note that this will be constantly updated and should be looked at when first tackling an issue. As well as the knowledge base there is also a ticketing tool that allows you to enter issues and track their progress through to completion.



Support Center Link

Drawing 1: Support Center Link

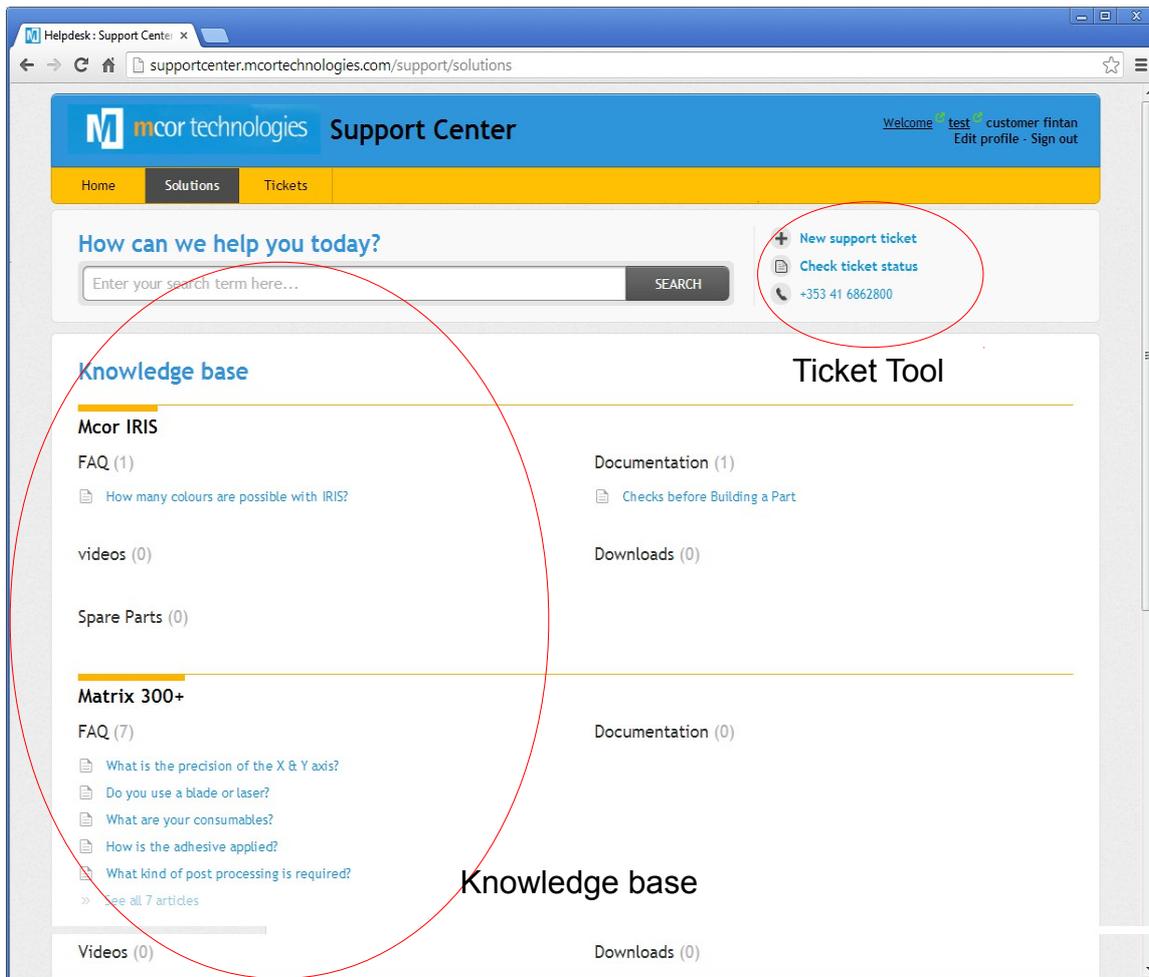


Illustration 1: home page

SUPPORT TICKET REQUEST:

There are two ways to enter a support ticket request:

- (1) Support Center -

A request can be submitted directly on the portal by clicking on the “New support ticket” link. Illustration 2 shows the “New Ticket Screen” here you can fill in the information required for the issue. Note that if it is a machine issue then the machine serial number should be added to help with resolving the issue.

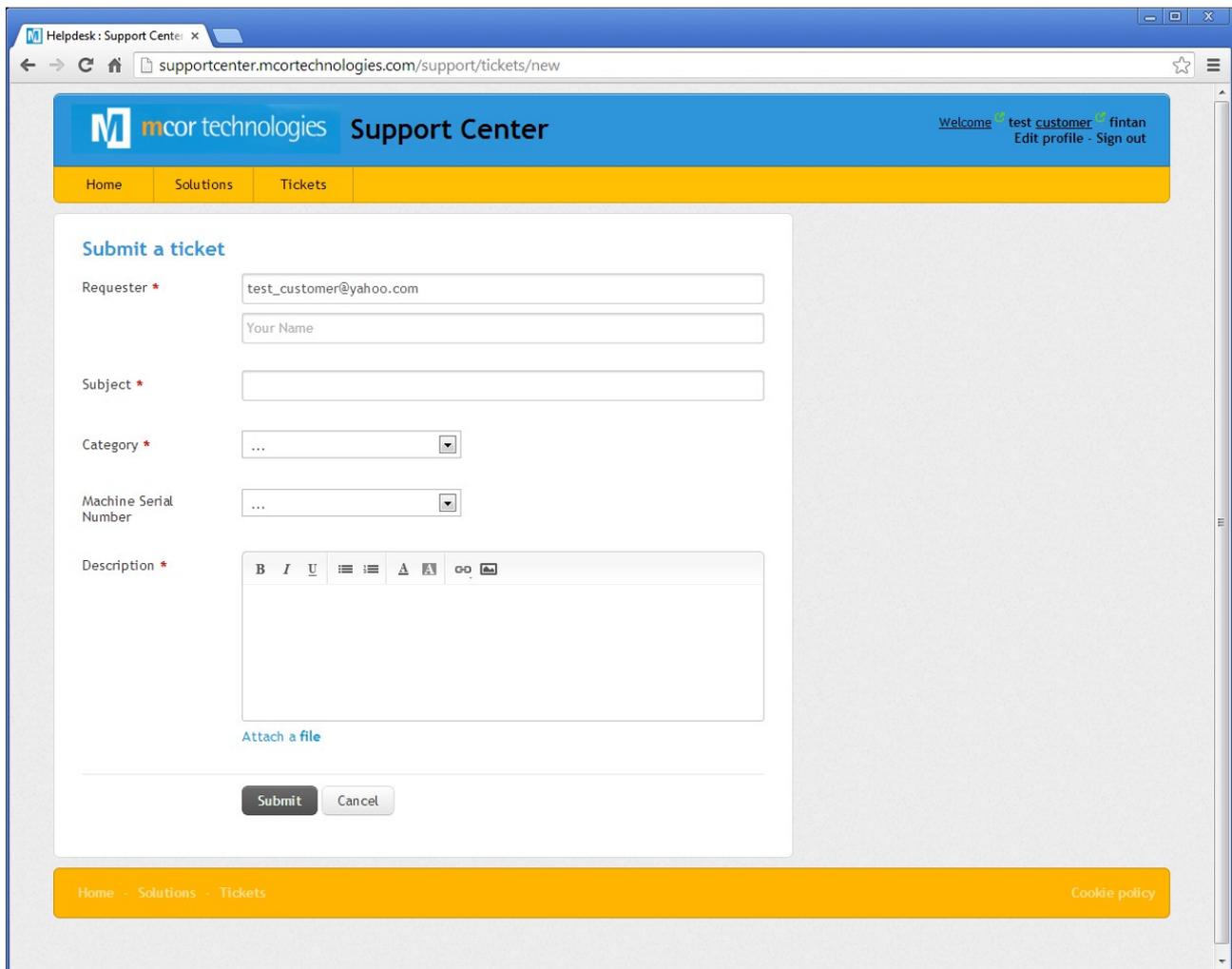


Illustration 2: new ticket screen

Once a ticket has been generated you can view the ticket status by clicking on the “Tickets” tab. Illustration 3 shows a list of tickets that are still in progress. Here you can view the responses to your ticket and respond to the Agent as well. You can also filter your tickets to view *All tickets, Open or Pending and Resolved and Closed*. Note that when the Support Agent responds to your ticket you will receive an email to say that the ticket has been updated at which point you can simply respond to the email or go to the “Support Center” to do the same thing.

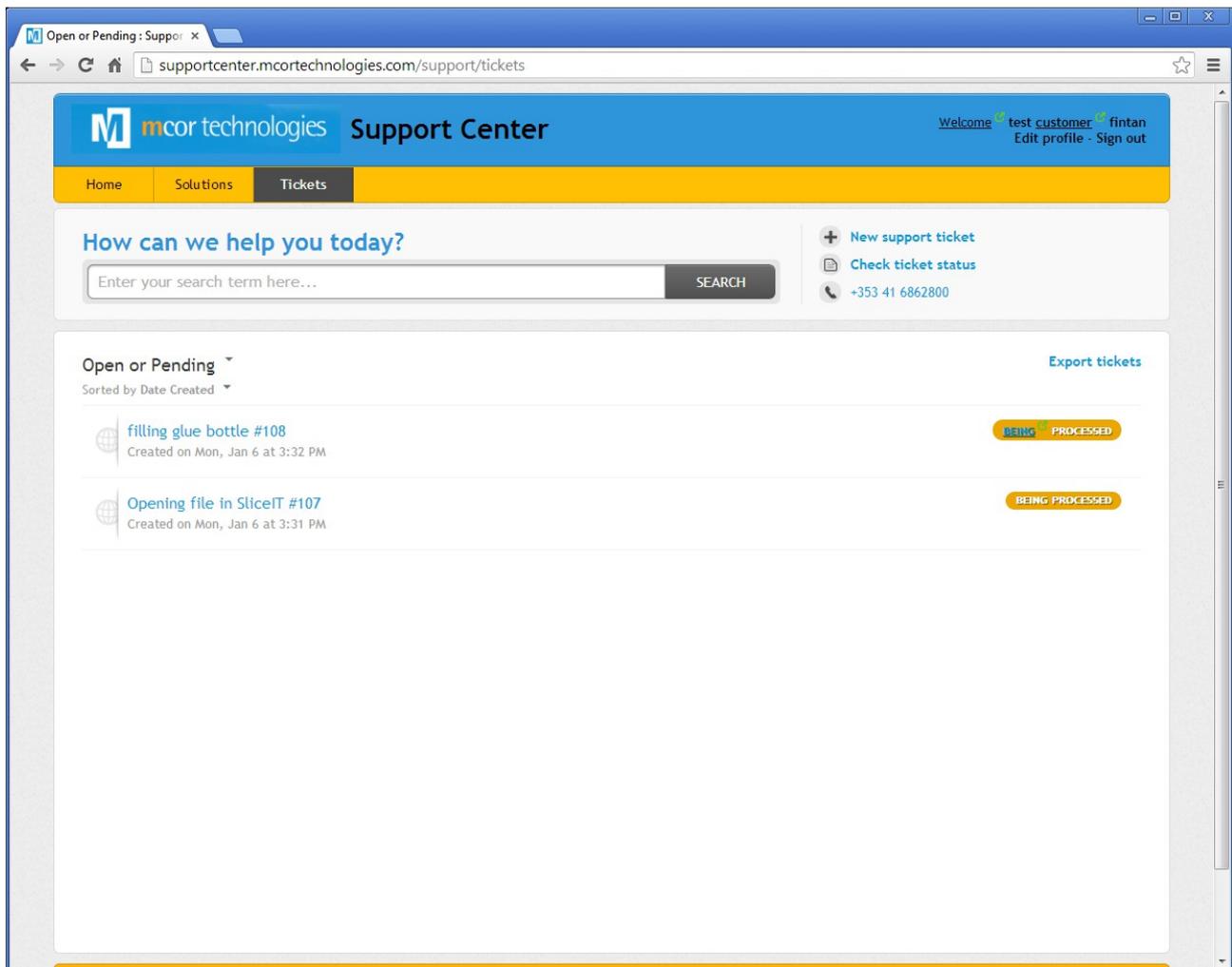


Illustration 3: Check Ticket Status

(2) Send e-mail to support@mcor technologies.com

You can also generate a ticket by sending an e-mail to support@mcor technologies.com.

When an issue is entered this way it automatically generates a ticket which can also be viewed at the Support Center.

Important Points about using email

Note that as the Support Center tool is linked to your e-mail it is important to follow the rules below.

- **Respond to a ticket using reply:** Tickets can be responded to by using your e-mail or through the Support Center. Note if you send another e-mail for the same issue then two tickets will be generated. Hence if you are responding to your ticket by e-mail then simple use the “reply” feature of the e-mail.
- **Same email for same issue:** A similar issue would occur if you responded to a ticket using a different e-mail address, in this case a new ticket would also be generated.
- **One issue per email:** When generating tickets only have one issue per email, that way it will be easier to close out issues.

Note that the Support Center tool is to be used by Mcor Resellers and customers with direct support from Mcor. As part of the set-up process each customer will get an activation e-mail to allow them to set-up their account. This e-mail address should be your primary e-

mail that you handle all your support issues on. You can have multiple e-mails but it is preferred to use only one.

TICKET LIFE-CYCLE:

The following are the steps involved in a support ticket life cycle

1. Generate a ticket either through the Support Center tool or through the support@mcortechologies.com e-mail.
2. A Ticket will be automatically generated and a reply sent to your e-mail.
3. When the Support Center Agent responds to your issue you will get an e-mail which shows the response, at which time you can reply directly to the e-mail or go to the Support Center and look at the progress of the ticket.
4. If you are happy with the reply and it solves your issue you can close the ticket. Alternatively, the Support Center Agent can close the ticket but you will have the chance to reopen if you are not happy. Note you can also rate how well you feel this issue was handled.