Raising a Support Ticket Infographic

2023-01-16 - Kate Coles - Comments (0) - General

Here at Formpipe, we are always looking for ways to ensure our customers get the very best support. To ensure your request goes to the right place, we've created a new infographic showing the steps to take when submitting a ticket. This is so we can streamline your support service by helping you get to the resolution as soon as possible. Please ensure that before you submit a request you have gone through these steps. For more information, please read our article on Best Practices for Raising Tickets.

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Best Practices for Raising Tickets

When Formpipe carries out an initial evaluation of a support case, we are limited to the information contained within the ticket. To ensure that there are no delays in investigating the issue, that time is not lost repeating previously completed actions or miscommunication as to what the actual issue is, it is essential that all relevant details are provided as early as possible. Whilst many details below may seem irrelevant, the background and history around an issue are sometimes critical to identify the root cause.

Some fields are mandatory to fill out when creating a ticket to ensure the ticket goes to the right team and is picked up with the correct priority. As well as the mandatory fields, all tickets should provide other essential information, including but not limited to:

1 Search the issue

Formpipe's Portal contains hundreds of articles and guides covering all aspects of the Formpipe Products. Before raising an issue the fastest way to find a resolution is to search for the solution using the Search bar on the Portal home page.

2 Description of the issue

The initial key information is a description of an issue; this should contain as much detail as possible and accurately describe what is observed during the issue in question. Screenshots should be supplied if relevant.

3 The business impact of the issue

While all issues are important, the severity of the issue can vary. A brief description of the impact the issue is having on the day-to-day activities or project implementation will allow the agent to properly prioritise the issue.

4 Steps to reproduce

If the issue is reproducible, detailed steps into what caused the issue with screenshots will speed up the investigation by Support, this should include expected behaviour and actual behaviour. If the issue can't be reproduced then details on what happened prior to the issue being seen should be provided and allow Support to get a better understanding of the affected area.

5 Troubleshooting attempted

Before contacting Support it is advisable for the team responsible for the servers/software to perform some troubleshooting steps themselves using their technical ability. It is strongly recommended to refer to and use details supplied on the Support Portal and in the manuals where applicable (if available). Rather than repeating the same troubleshooting steps already attempted, please supply details of what was attempted to reduce time and avoid wasted effort in understanding the cause.

6 Recent changes

At times, seemingly unrelated changes to the related server(s)/infrastructure could cause issues with the software. Detailing all recent changes allows the Support Agent to confirm whether the changes could have caused the issue observed.

7 Logs and data samples

All relevant logs and samples of data related to the issue (if appropriate) should be sent along with the ticket. Normally, the logs contain a lot of detail and information that the assigned Agent can use to help diagnose the issue. If these aren't supplied, the first response from the Agent will normally be to request the logs before starting the investigation.

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