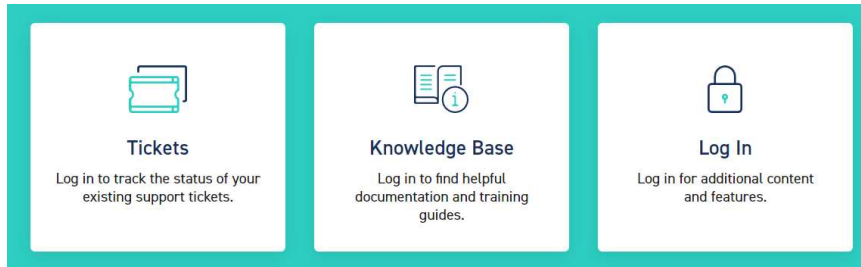# Customer Support – Quick Start Guide

How to Log a Support Ticket

The most efficient way to log a support ticket is via the Support Hub within the Customer Portal

https://www.catalyst-uk.com/customer/

Logging via the Support Hub creates the ticket directly within our support system and we can then ensure that the most appropriate and available Support Analyst contacts you.

This process allows us to respond to you faster and resolve more of your queries on first contact.

Within the Support Hub you will find a Knowledge Base section providing links to our extensive external Knowledge Base https://www.catalyst-uk-support.com/kb/. This contains a wide range of helpful articles on common processes, Getting Started guides and FAQ's.

Tickets may be logged via email and a ticket will be automatically created for you.

Platinum queries should be directed to platinumsupport@catalyst-uk.com and technical queries should be directed to hardwaresupport@catalyst-uk.com

To speak to a Support Coordinator please call 0116 230 1500 and select option 1

Important Note: Critical issues (e.g. the system is down) must be logged by phone.

How Your Ticket is Categorised

Tickets are categorised either as a Platinum Support query or a Technical Services query. Platinum support is available to customers with a valid maintenance contract. Technical services are available to those with a valid maintenance contract else an initial call will be made to review your query. If further assistance is required you may be directed to your account manager to arrange an order for support.

How Your Ticket is Prioritised

Tickets are assessed by our team and responded to in order they are logged however consideration is given to the impact on your business.

Where a ticket is flagged as urgent priority will be given. The highest priority is reserved for a system down scenario when all users (at all depots) or all users at a single depot cannot use the system.

Information to Include when Submitting a Ticket

It is important to use a clear title when creating your ticket e.g., Unable to print statements or How to create a finance invoice

Ensure the content clearly describes the query or issue you are having and include the following details where possible:

- Is the issue/query new or recurring? Does it affect one or multiple users?
- Can it be replicated?
- Attach any error logs, messages or screenshots to illustrate the issue/query

Escalating a Support Ticket

It is appropriate to escalate your ticket when the impact or urgency of your issue has increased. Please bear in mind that we respond to all tickets as promptly as possible.

Your first point of escalation is always the ticket owner. You can find out who is handling your ticket by logging into the Support Hub. You may also add a comment to your ticket to update the ticket owner.

Escalation	Escalation Point	Contact	Action
First	Support Analyst (ticket owner – you can check this via the Support Hub)	Respond via your ticket or call: 0116 2301500 Opt 1	Review ticket. Develop plan. Implement plan.
Second	Application Team Leader: Rich Green Technical Team Leader: Marc Stocker	rich.green@catalyst-uk.com 0116 2301500 ext: 3202 marc.stocker@catalyst-uk.com 0116 2301500 ext: 3208	Review plan. Review previous escalation. Develop and implement new plan.
Third	Application Support Manager: Kathryn Kitchen IT Services Manager: Paul Alexander	katy.kitchen@catalyst-uk.com 0116 2301500 ext:3213 paul.alexander@catalyst-uk.com 0116 2301500 ext:3211	Review customer situation. Develop and deploy relevant departmental resources.
Fourth	Customer Services Director: Robert Patrick	rob.patrick@catalyst-uk.com 01202 714200 ext: 4240	Review customer situation. Develop and deploy relevant company resources.