

# Truis on-call IT support



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## Step 1 - Determine the severity

### Severity 1: Critical

System is down or the business impact is critical which requires immediate support and resolution.

**Action:** Place a support call immediately

### Severity 2: High

Significant business impact. The program or machine is usable but severely limited.

**Action:** Place a support call immediately

### Severity 3: Medium

Some business impact. The program or machine is usable with less significant features.

**Action:** See below\*

### Severity 4: Low

Minimal business impact. This indicated the issue can wait until business hours.

**Action:** See below\*

## Step 2 - Prepare the following

- 1 Your company name and site address
- 2 The onsite contact name
- 3 Your telephone number (inc. area & country code)
- 4 A brief problem description summary

## Step 3 - Give us a call, 24 x 7

Within Australia? (07) 3710 5055

Outside Australia? +61 7 3710 5055

## What to expect when placing a support call

### During business hours

If you are calling for support during business hours you will be connected directly with a member from our Service Desk support team.

### After hours support

If you are calling after hours for support you will be connected with a member of our friendly after hours support team. They will collect some relevant information from you regarding your issue and will then contact one of our on call technicians to assist you further.

### \*For severity 3 & 4

If you are experiencing a severity 3 or 4 incident and it has occurred during business hours please place a support call.

If this has occurred after hours and is important to be rectified, please call our support team.

If this has occurred after hours but can wait until the next business day, please email support with details of your issue.

## I need to escalate an issue

If you are not satisfied with the support you are receiving, please contact our support line on (07) 3710 5055 and request immediate management escalation.

**Please note:** Email address & live chat **are not** monitored 24 x 7. Support calls **must** be logged via telephone.