Sending Support Tickets

11/25/2025 11:50 am CST

Overview

If you have a question or encounter an issue, you have two primary options for support:

- Contact your **Brand Administrator**

- Submit a **Support Ticket**

ServiceMinder does not provide real-time phone support. Instead, we use a ticketing system to track conversations, document bugs, and share tasks internally. This ensures we use the collective expertise of our team to deliver accurate, thoughtful responses—and gives you a clear record to reference later if needed.

Settings and Navigation

On Desktop (Web)

1. Click **Help!** in the main navigation menu

2. Select the **Got a Question?** tab

3. Fill in the form and submit your message

On the Mobile App

1. Tap the **hamburger menu** (three horizontal lines)

2. Under **Tools**, select **Help**, then **Got a Question?**

> ℹ️ Depending on your brand, this message may be sent to a member of your brand administration team or it may go directly to the service**minder** Client Success team.

Ticket Details

The **Summary** becomes the email subject and the **Details** become the email body. The more details you provide, the better we can support you!

When experiencing a problem, give us the following details:

- What you were attempting to do (schedule, create a proposal, create an invoice, edit something, etc.)
- What happened or what went wrong
- What you expected to happen
- Contact name, proposal or invoice number, etc
- What device or browser you are on (PC, Mac, iPhone, Android, Chrome, Firefox, etc.)

- Screenshots (send those by replying to the ticket email we send you)

For Mobile app-specific issues:
- What device are you using?
- What version of the operating system are you using (iOS or Android)?
- What version of our app are you running (To find, go to the hamburger menu in the upper right corner of the app, then choose **About**)?
- When did you first begin to experience this problem?

How to Submit App Diagnostics

If you have an issue with the mobile app where it seems as though something is crashing or not functioning as expected, please send diagnostics to our developers after you submit your ticket.

1. Submit a support ticket as usual.

2. Check your email to find the confirmation that includes your ticket number.

3. In the app, click on the "hamburger" menu and choose **Help > Send Diagnostics**.

4. Enter your ticket number and a brief description.

Your browser does not support HTML5 video.

How to Attach Screenshots

Submit the ticket via the **Got a Question?** tab. When you receive the ZenDesk confirmation email, reply to it with your attachments.

Urgent Tickets

While most support tickets are addressed during regular business hours (Monday–Friday, 8 a.m.–6 p.m. CT), we understand that **some issues simply can't wait**, especially when they significantly impact your ability to run your business.

If you're facing an urgent issue outside of normal support hours, we have a process in place to ensure it gets escalated quickly and efficiently.

What qualifies as "urgent"?

Urgent issues are **critical, system-wide problems** that prevent your team from operating. Examples include:
- All appointments or calendar data has disappeared
- No users in your org can log in to ServiceMinder
- The mobile app is crashing for all techs in the field
- Invoices aren't generating or sending correctly across all clients
- A bug is affecting multiple locations or preventing key tasks (like dispatch or payments)

🔔 Please avoid marking a ticket as "URGENT" for non-critical questions (like template formatting or how-to guidance).

How to escalate an urgent issue

To activate our emergency support process:

- Add **"URGENT"** to the subject line of your support ticket

  - *Example: "URGENT – All of my contacts disappeared"*

- **Watch for the Confirmation Email**

  - You'll receive a response from ZenDesk with your **ticket number**

  - Save or write down this number—it's required for escalation

- **Call our Emergency Line**

  - Dial **888-493-9995**

  - Let the call center representative know it's an urgent issue

  - Provide your **ticket number** for reference

The call center will immediately notify our on-call support staff. From there, a team member will begin investigating and reach out as soon as possible.

What happens next?

Once your issue has been escalated:

- A member of our Client Success team will review your ticket promptly.

- You'll receive follow-up via the ticket thread or directly by email.

- If needed, we'll engage our developers for further investigation.

While we aim to respond quickly, response times may vary based on severity, time of day, and overall ticket volume. Your clear subject line, detailed description, and screenshots (if available) help us resolve the issue faster.

Reviewing Past Tickets

Every User that submits a ticket becomes an "end user" in ZenDesk. Once this happens the user can have access right away to ZenDesk user interface. They can see all their tickets when they log in, status, responses, and so forth.

Anyone who is "CC" on a ticket can log in to ZenDesk user interface and see the tickets they submit and all tickets they are "CC" on.

1. Go to serviceminder.zendesk.com

2. Click **Get Password**

3. Email is the same as your service**minder** user email

4. Set up password

5. Sign in with your email and newly created password

6. Click on the drop-down under your name once you've signed in

7. Click on **Requests** to see all of your tickets
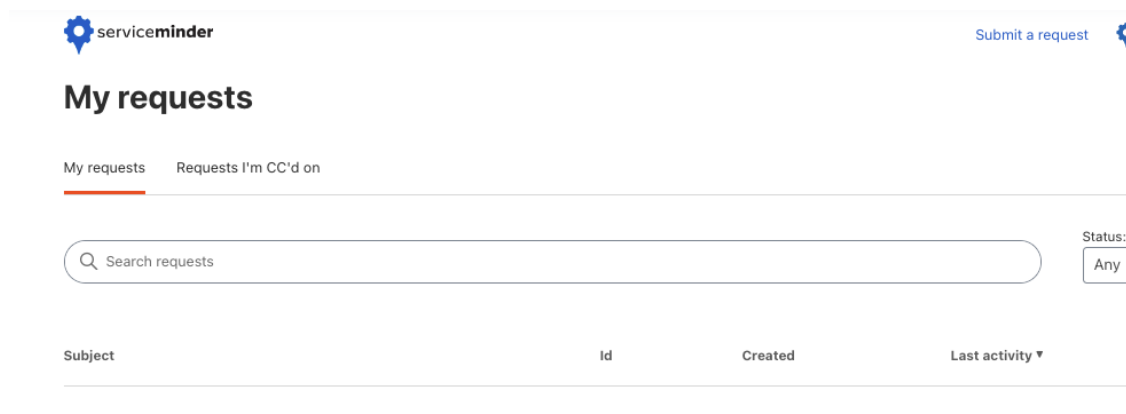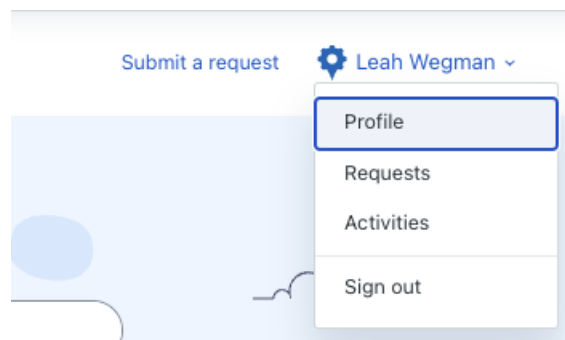
Response Time and Resolution

Our goal is to respond to every support ticket in a timely and thoughtful way. That said, a few factors can affect how quickly you'll hear back and how long it might take to fully resolve your issue.

When can you expect a response?

If your ticket is routed directly to the **ServiceMinder Client Success team**, we aim to respond within **8 business hours** of submission. In most cases, you'll hear from us the same day, especially for straightforward questions or clearly described issues.

However, during periods of high volume (such as after a holiday or product release), responses may take a bit longer. We appreciate your patience as we work through each ticket with care and attention.

If your brand has opted for a support structure where tickets first go to your **Brand Admin or internal operations**

team, their response times may vary based on their availability and workflow. In those cases, the Brand team may escalate to ServiceMinder if the issue requires our involvement.

What affects resolution time?

Some tickets can be resolved quickly with a bit of guidance or a small setting adjustment. Others (especially those involving complex workflows, integrations, or potential bugs) may take longer to investigate.

Several factors can influence how long it takes to get a complete answer or fix:

- The **complexity** of the issue or how specific it is to your organization's setup

- Whether **additional context or clarification** is needed from your team

- The need for investigation by our **development team** (in cases of bugs or technical errors)

- Periods of **high ticket volume**, such as after holidays, product updates, or seasonal onboarding cycles, may also extend resolution times as we prioritize and work through requests in the order they're received

> ℹ️ You can help shorten resolution time by including as much information as possible and by coordinating with your team to make sure only one ticket is being submitted per issue.

Best Practices

Fridays & Holidays

- If our office is closed for a Holiday, expect slightly longer wait times for assistance.

- Tickets submitted in the latter half of the day on Fridays will likely not be addressed until the following Monday. We recommend submitting important tickets earlier in the week when possible.

Coordinating with Brand Admins

- Duplicate tickets from both Brand Admins and Owners can lead to confusion and delays.

- Either Brand Admins should always submit tickets for Owners, or Owners should always submit their own tickets.

  - Decide which practice is best for your team and maintain that plan consistently.

  - The user submitting the ticket should CC any other parties that need to be included in the conversation.

Account Managers & Onboarding

Each brand has one assigned **Onboarding Specialist** or **Account Manager**. They work with multiple brands and are **not available for individual franchisee support**. To ensure a timely response, franchisees should not contact their Onboarding or Account representative directly unless instructed otherwise. All requests should go through support tickets or the brand team.

Troubleshooting

I have not received a response within the business day.

If you're waiting on a response, we recommend replying directly to your ticket confirmation email to request a follow-up. We're a small but dedicated team handling dozens of support tickets each day. While our goal is to respond within one business day, there may be occasional delays during periods of high volume or when addressing more complex issues. We appreciate your patience and remain committed to providing excellent support to all brands and users.

My ticket was closed, but the issue isn't resolved.

We will typically close a ticket if we have not received a response from you after two business days. If your ticket was closed due to inactivity, you can **reply to the email** to reopen it anytime.