

Sending Support Tickets

10/11/2024 8:44 am CDT

Overview

If you need to ask a question or encounter an obstacle, you have two options:

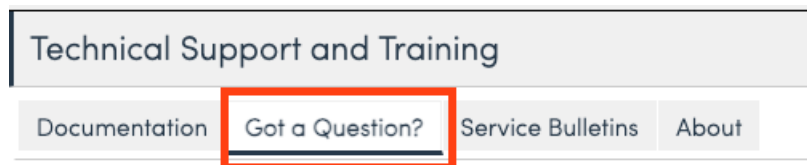
1. Go to your Brand Admin
2. Send a Support ticket

As a company, serviceminder is not set up to be full-time phone support. We rely on tickets to record conversations, share potential bugs with our development team, and share tasks among the group. We use the collective knowledge of our entire company when answering tickets.

It also allows you something to go back and reference should you ever need to review the information.

Settings and Navigation

To send a Support ticket, go to **Got a Question** in the **Help** section when using serviceminder.



ZenDesk Tickets

We utilize ZenDesk as our support ticketing system. The information we see is the summary (this is like an email subject line) and the details you provide. Please include as much detail as possible. There is no such thing as "too much information!"

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.)
- Web or Mobile App version
- 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 your ticket as usual.
2. Check your email to find the confirmation that includes your ticket number.
3. Open the app, click on the "hamburger" menu, choose Help, then select Send Diagnostics.
4. Enter your ticket number and a note about what you are experiencing.

Your browser does not support HTML5 video.

How to Attach Screenshots

If you need to send attachments on a ticket, there are two options:

1. Submit the ticket via got a question tab. When you get the email from ZD saying the ticket has been opened, reply to that and send the attachments.
 2. Email support@serviceminder.zendesk.com and that accepts attachments directly on the email being sent.
-

URGENT Tickets

For emergencies during off-hours or on weekends when our office is closed, you can still get quick assistance by following these steps.



We ask that you are sure this is an immediate need that drastically affects your business. Examples are, "all my appointments disappeared" or "none of my service agents and I cannot log into serviceminder".

1. Send a support ticket with URGENT in the subject line. (example: URGENT - My calendar is completely blank). That will alert our management team and someone will review your message and respond.

If this is an ultra-emergency, you can further escalate the ticket.

1. When you get the ticket auto reply, there is a number in that ticket (ZD ticket number).
2. If it is a major issue, after you get the auto-response, please call 888.493.9995. **Tell the call center it is urgent and provide the ticket number associated with the problem.**

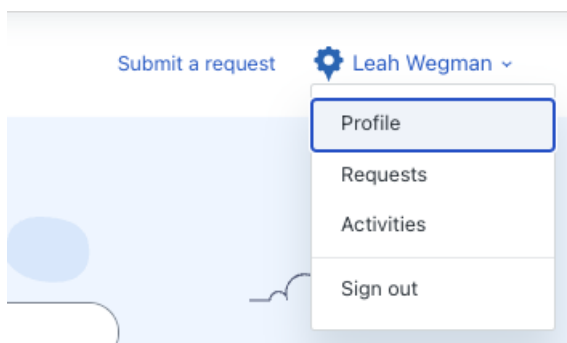
By doing those three steps, it escalates the process and dev will look at the issue right away.

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 serviceminder 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



Solution Time

Depending on the level of support that the Brand signed up for, your tickets may go to the Brand team first then they share with SM if they do not have the answer.

If the ticket goes straight to the client success team at serviceminder, they monitor the ticket system and will respond. More mysterious issues may require longer periods of time to investigate, and problem solve, so we appreciate your patience in advance!

When a ticket comes in, it is not immediately evident to the SM team who is asking what or which location they are with. We may not understand the terms that you use to reference certain actions or features within the tool, so we may ask you for additional detail before being able to investigate.



Screenshots or even videos of the issue you are having assist the client success team with diagnosing the problem. It is beneficial if you label the subject of the ticket with your org (location) and type of problem.

Best Practices

Fridays and Holidays

- If our office is closed for a Holiday, you should expect longer wait times for assistance.
- If it is mid-way through Friday when you send a support ticket, you may not receive a response that day. For your best interest, we do not recommend saving an important question/need for the end of the week.
- If you have an emergency during off-hours, the protocol for reaching someone at SM is mentioned above in the "Urgent Ticket" section.

Brand Admins and Owners Collaborating

We recommend that owners submit their own support tickets. We have encountered issues in the past of both Brand Admins and Owners submitting tickets about the same issue. This leads to confusion and mixed messages both for your team and ours.

- If the Brand Admin would like to be cc'd on the Support ticket, we have that functionality available.
- If the Brand Admin supports a ticket, and we have additional questions, it may slow down the time to resolving the issue if they are having to wait for the franchisee to respond with new details or screenshots.

Account Mangers and Onboarding

You probably only have one serviceminder Onboarding Specialist or Account Manager assigned to your brand. Our Onboarding Specialist and Account Manager may have 6 other brands they are working with in addition to yours. For this reason, they cannot possible respond to each franchisee in a timely manner.

- We rely on the Franchisors to have a leadership group to funnel requests during the onboarding process or afterwards.



Franchisees should not directly email your Onboarding Specialist or Account Manager here at SM. Unless specified otherwise.

Troubleshooting

No one has responded to me within the business day.

Please be patient, we may receive 50 support tickets a day. We aim to send a reply in 1-business day but we do not live in a perfect world. Our goal is to provide excellent customer service to all brands and users, and we care very much about your satisfaction with our assistance and the tool itself.

They closed the ticket, but the issue isn't resolved.

If we have a Pending ticket, meaning we have responded to to the Requester and haven't heard back, we will sometimes close the ticket. If that happens and you still need assistance with that matter, you can always respond to open that ticket again and reengaged the conversation.
