

How we prioritise your request

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How we prioritise your requests When part of your technology breaks down, or you or one of your team needs assistance with a computer issue, it is important to have peace of mind in the knowledge that your problem will be dealt with by a technology professional in a timely fashion. Daily we receive, handle and resolve a number of service tickets from clients of varying shapes and sizes, and just like your business each client has their own unique requirements and challenges. This makes it important that the calls for assistance we receive are processed in the fairest order. What severity are you? When a client comes to us with an issue or service request to resolve, it is recorded in our service desk software as a ticket. Each ticket is then prioritised based on the real business impact to the client, regardless of who the client might be or what commitments we have to them.

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Business Impact

1	Business Down Critical systems have failed and your business is completely unable to service its clients or generate revenues.
2	Business Affected Multiple people or a critical user has been significantly affected by this issue.Â The business is still operational but not running as it should, affecting its ability to service clients and generate revenues.

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