SERVICE DESK GUIDE





Contact the Service Desk

Email: servicedesk@breakwaterit.co.uk Tel: 01603 709301

Hours of Service

Service Desk Hours:

08:00 - 18:00 | Monday to Friday*

Critical Out of Hours**:

18:00 - 22:00 | Monday to Friday*

09:00 - 17:00 | Saturday and Sunday*

Logging a Support Ticket

Support Tickets may be logged via the following methods:

Breakwater Hub

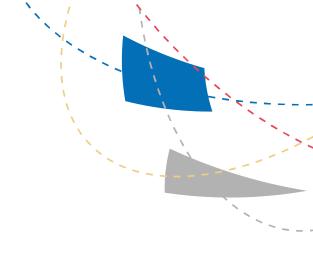
Raise any level or priority ticket through our Breakwater Hub and receive real-time notifications with ticket updates. You can also chat with a technician using our built-in instant messenger.

Telephone

Critical and high priority issues should be placed to the Service Desk by calling: 01603 709301

Email:

Medium and low priority issues should be placed to the Service Desk by emailing: servicedesk@breakwaterit.co.uk



Ticket Logging Process

When logging a ticket you will need to provide us with the following information:

- Your company name, location and contact details
- A layman's summary of the problem or query, noting the application / service / equipment that the issue relates to
- The number of people affected by the issue and a realistic assessment of its urgency
- If your issue is urgent, then please let us know when you call and we will try to ensure you speak to an Engineer from the outset.

^{*} Excluding UK Public Holidays

^{**}Only Business Critical calls will be responded to outside of hours. Faults reported wrongly outside of core hours may be subject to a fee of £130.00 per hour.