

HELP US TO HELP YOU



How to report an issue to our helpdesk



- **Email your request to support@zylex.nz**
- Send a separate request for each issue
- Do NOT CC Zylex staff (this goes to spam!)
- **Summarise the issue in the subject line (eight words max)**
- If genuinely high priority, please put URGENT at the start of the subject
- Remember to include your company name in the message

If you cannot email from ANY of your devices call us on (04) 333 0333

Please provide:

- ✓ Your contact phone numbers so we can call you (including any extension)
- ✓ A description and identifier of the device – i.e. PC name and username, phone extension, or make and model.
- ✓ The location of the equipment with the issue
- ✓ A convenient time to access your computer/device (if not immediate)
- ✓ A screen shot or photo of the error message (If applicable)
- ✓ If you've received a bounced Email, **send through the bounce message as an attachment (not a forward).**
- ✓ **PLEASE NOTE: Your device must stay on until the issue is completely resolved, and your ticket is closed.**

Need to add more detail to your request? Please reply to the same email thread.



From Zylex you can expect:

- A trackable Ticket Number
- A "response received" email
- Expert attention to the issue

Note: if the response received email doesn't arrive within an hour please call (04) 333 0333



Please help us by:

Making yourself (or someone familiar with the issue) available to:

- ✓ Answer questions
- ✓ Perform tests
- ✓ Provide physical site access if applicable

When we will work on resolving your issue:

- Requests are actively worked on between 8am & 5pm Monday to Friday, excluding public holidays & annual shutdown
- Only clients with Service Level agreements covering out of hours support will receive support outside these hours.
- Requests are triaged and processed based on their level of impact.

Zylex Service Level Agreement in Place?

YES

- **Resolve and update**

NO

- **Resolve and update**
- **Invoice will be issued at your standard labour rate**

REMEMBER: The more information we have upfront, the quicker you can expect a solution 😊