



## Customer Care Charter

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At Data Track Technology plc we aim to provide each and every one of our customers with the highest quality of technical support. As such, our team of highly skilled Customer Care Analysts are dedicated to serving your support needs.

The Customer Care Charter represents our commitment to support excellence and details the support practices we use to achieve this. (This Charter does not add to or replace your existing maintenance agreement and should be read in conjunction with your maintenance prospectus). We hope that by sharing our working practices with you we can set attainable targets and work together to achieve them.

We continually strive to improve the level of customer care we provide, and we rely upon your feedback to help us strengthen our services. Whether through Customer Care Analysts, Account Managers, direct telephone contact and correspondence, all customer feedback is reviewed and, where feasible, fed into our working practices.

### **Contacting the Customer Care Department**

You can contact the Helpdesk by telephone, fax or Email.

The Helpdesk is open for business Monday to Thursday 09.00 - 17.00, Fridays 09:00 -16:30, excluding UK Bank Holidays.

Outside our working hours, your call will be answered by a voicemail system. We will respond to your query, as soon as possible, on the next working day.

Telephone: 01425 282020

Fax: 01425 270433

Email: [Support@dtrack.com](mailto:Support@dtrack.com)

## Support provided as part of the Standard Support and Maintenance Contract

We provide technical support for the Eclipse Product Range in your environment. We are happy to answer any queries you may have relating to:

	Products and versions supported	Level of support
Eclipse	<p>Call Management</p> <p>Directory</p> <p>Alarm Management</p> <p>Secure Access</p> <p>Tracker Management</p>	<p>1<sup>st</sup> and 2<sup>nd</sup> Line Support to include:</p> <p>Product functionality as documented in manuals.</p> <p>"How do I ?" advice.</p> <p>Problems with configuration of products on server and workstation.</p> <p>Problems running supplied reports.</p> <p>Problems adding, deleting, and amending elements within a report.</p> <p>Diagnosis of error messages to establish where the problem lies.</p> <p>Resolution of issues which occur as a direct result of use with Data Track applications.</p> <p>3<sup>rd</sup> Line Support to include:</p> <p>Bug fixes</p> <p>Service Releases</p> <p>Software Enhancements</p>
Environment and Configuration	<p>PC Set-up and configuration</p> <p>Networks</p>	<p>1<sup>st</sup> Line Support to include:</p> <p>Establish the source of errors - i.e. application, PC or network.</p>
Activ!	<p>Voice Recording</p>	<p>1<sup>st</sup> and 2<sup>nd</sup> Line Support to Include:</p> <p>Product functionality as documented in manuals.</p> <p>"How do I ?" advice.</p> <p>Problems with configuration of Products on server and workstation.</p> <p>Problems running supplied reports.</p> <p>Problems adding, deleting, and amending elements within a report.</p> <p>Diagnosis of error messages to establish where the problem lies.</p> <p>3<sup>rd</sup> Line Support from software developer to include:</p> <p>Bug fixes</p> <p>Service Releases</p> <p>Software Enhancements</p>

## Escalation Procedure

A standard problem solving procedure will be followed by Customer Care. The following stages will be completed:

- Identify the problem
- Identify the cause of the problem
- Identify the solution
- Provide a solution to the customer

### Identify the problem

Within 30 minutes of the Customer Care team member contacting the customer he/she will either:

- Have the problem identified.
- Escalate the query by seeking the advice of a second member of the Department if the problem cannot be identified.

The customer will be informed that the problem has been escalated.

**After a further hour**, the Customer Care team member will either:

- Have the problem identified.
- Escalate the query by seeking advice from a member of the 2nd Line Support team.

The customer will be informed that the problem has been further escalated.

**After 4 hours**, if the problem has not been identified the Departmental Manager will be notified. The customer will be informed of the situation.

- After a problem has been identified, then the cause of the problem will be identified.
- The solution to the problem will then be sought.

**Problems that have not been solved within 5 days will be escalated by the Department Manager to the Customer Services Manager. All company Directors and Line Managers are provided with a weekly report which details faults outstanding and next stage actions.**

## Standards

### Logging calls

#### Telephone

We aim to answer all calls within 10 Seconds. All calls are logged on the helpdesk database at the initial telephone contact, and customers are given the reference number. We aim to keep the initial telephone call to a maximum of 15 minutes to ensure that the phone lines remain free and to enable the Customer Care Analyst to start work on the issue immediately. Within this initial telephone contact, we aim to provide advice on resolution of the issue and, wherever possible, resolve the call. Messages left on the Phone Mail system are collected and logged in the helpdesk database every 15 Minutes. At this point the calls are categorised. The customer is then notified of the call reference.

#### Email

Messages sent via Email will receive a response detailing the call reference and where ever possible a resolution. The response is sent from the Helpdesk within one hour of receipt.

### Following up calls

We follow up and escalate calls - by phone, fax and Email in strict order of receipt. To ensure that we have an accurate record of the call history, all follow up actions are recorded.

We work together with our customers to ensure that their issues are resolved swiftly. Throughout the call lifecycle the status of the call will change dependent upon which party has responsibility for the next action:

#### Open:

A call is considered to be 'Open' if the next action is with Data Track.

#### With Customer:

A call is considered to be 'With Customer' if the next action is with the customer. We understand the pressures of working in a support environment and do not set formal turnaround targets for action to be completed by the customer. However, we are keen to ensure that your issues are resolved as quickly as possible, and will look to agree a date by which the action can be completed.

### Call closure

We operate a 2-stage closure process:

#### Resolved:

A call is considered to be 'Resolved' when the Analyst believes that the problem has been fixed.

#### Closed:

A call is considered to be 'Closed' when the Customer Care Manager is satisfied that the problem has been fixed. If you query the solution or the problem recurs within two working days the call is reopened and work is continued. If a problem recurs after two working days a new call is created.

## Additional Service

### One-day health check

This chargeable service will ensure that your system is running smoothly and working efficiently. We will carry out a health check of your environment, client, database and basic configuration. The additional service will investigate, identify and where possible resolve outstanding calls and workload inconsistencies, and aim to rectify the problem on-site and/or recommend the necessary steps to be taken.

### Effective Training

It is inevitable that staff using the system will change over time. To ensure you maintain maximum return on your investment, we have created the Data Track Education Programme - A wide range of professional and informative courses to provide you and your team with knowledge on all aspects of product implementation and use.

Our courses are highly successful, and not only ensure strong foundations following the initial implementation, but act as a perfect refresher during those times of change.

Course Title	Objective	Recommended for
Introduction Training	Overall product functionality / familiarisation.	New customers carried out at time of installation.
Eclipse Call Management Configuration	Focuses on management and system configuration functions.	Systems administrators and supervisors.
Eclipse Call Management Reporting	Focuses on report management and production.	Suitable for personnel responsible for providing reports.
Eclipse Call Management Supervisor	Includes all aspects of Configuration and Reporting.	Systems administrators and supervisors.
Eclipse Directory Supervisor	Focuses on management and system configuration functions.	Systems administrators and supervisors.
Eclipse Directory Operator	Focuses on the operation of the directory browser.	Switch Board Operators.
Eclipse Alarm Management	Includes all aspects of Configuration and operation.	Systems administrators and supervisors.
Tracker	Installation, configuration and operation of Tracker products.	Courses can be customised to your specific requirements and technical level.
Eclipse Secure Access Management	Overall product functionality / familiarisation.	Systems administrators and supervisors.
Activ! Voice Recorder	Overall product functionality / familiarisation.	New customers. Carried out at time of installation.

We are flexible in our approach and aim to tailor our courses to meet your needs.

## Ensuring you get the most from Data Track

### Account Managers

Your Account Manager will be able to answer any questions you may have with regard to Data Track products and services, either directly or by calling on the services of our hardware and software specialists.

### Maintenance renewal process

Our working procedures will ensure your support and maintenance contract is kept up to date and you are happy with the support service we are providing. Should you have any questions with regard to your contract, please call.

### Comments about our service

We aim to meet and exceed all customers' expectations and we rely upon your feedback to help us gauge the success of this aim. We would welcome any comments you may have about the service you have received or suggestions for ways in which we can improve our support services. Please direct your comments to the Customer Care Team:

#### Customer Care Department

Telephone	01425 282020
Fax	01425 270433
Email	Support@dtrack.com

#### Sales Department

Telephone	01425 282044
Fax	01425 270433
Email	Sales@dtrack.com

#### Training Coordinator

Telephone	01425 282036
Fax	01425 270433
Email	Training@dtrack.com