

How to log a call

Help us to help you

Before making a support request

There are a number of considerations you need to take into account before contacting the support team.

By including the following information (where possible) in your support call/e-mail, this will greatly reduce the time taken to assess the issue and therefore provide a quicker solution.

- What is your name & company?
- Which product are you using?
- What is the nature of your query/issue?
- What process were you undertaking at the time of the issue?
- Is this the first occurrence of this issue or has it happened previously?
- Is this issue happening on all machines or just one particular machine?
- Has anything changed in your system environment i.e. a new PC or server? New System or software upgrade?

Note: In an e-mail situation, it is particularly useful to incorporate a screenshot of your issue where relevant.

Who should make a support request?

To ensure that the most is made of your investment in Pegasus Software, Intsys provide a range of training courses to ensure maximum return on your investment.

The support line is available to everyone in the organisation who is an experienced user or who has attended an Intsys training course. These users are identified and registered appropriately on our support management system.

The “monthly support call” allows us to update existing contact information, as well as identify new users who may benefit from some specialist Pegasus training.

How will we respond?

We will always endeavour to resolve your query immediately, however if this is not possible, you will receive an e-mail containing a unique helpdesk reference number with confirmation that we are looking into your issue.

If you have been sent instructions which resolved a query, please let us know when convenient so we can close the incident within our helpdesk system. The Intsys Support Team will follow up every recorded outstanding issue until we have confirmation of closure from the client.

