

SUPPORT TICKET LOGGING OPTIONS:

Bytes AWS customers will have the ability to log any faults, requests for change through our case management systems. The various methods for achieving this are:

Email:

- Send to: support@cloudservices-bytes.co.uk
- Subject: Description of problem / issue.
- Email Body: More detailed description of the problem / issue including any screen shots

Bytes Web Portal: <https://cloudservices-support.zendesk.com/hc/en-gb>

- Customers can choose the “Submit a Request” option and enter details of the problem / issue onto the web form which will then be loaded into the case management system.
- Customers with a portal logon can sign in and monitor their own open cases.



Automated email alerts: support@cloudservices-bytes.co.uk

- Bytes will work with the customers to ensure that all customer platform alerts are implemented and working correctly.
- Alerts will automatically raise tickets for our engineers to investigate.

OOH case logging phone number: 0330 1111 056

- Our OOH call centre staff will request the following:
 - Company Name.
 - Callers name and number.
 - Email address.
 - Fault Description.
 - Fault Priority.