Guidelines for structuring a website update request

What happens when we are contacted?

- When we receive an email to support@globe2.net, this generates a support ticket, which is assigned to one of the team to carry out. Confirmation of the ticket reference is sent out by email, and any updates to the ticket are also sent out by email.

- If a subsequent 'new' email is received, it creates a separate support ticket, which may then be assigned to a different member of the team.

Things which can help ensure tickets are carried out efficiently and without delay:

- To update a ticket, please DO reply to the ticket notification and DON'T send in a new email separately - sending a new email creates a new ticket, which can lead to confusion and delays.

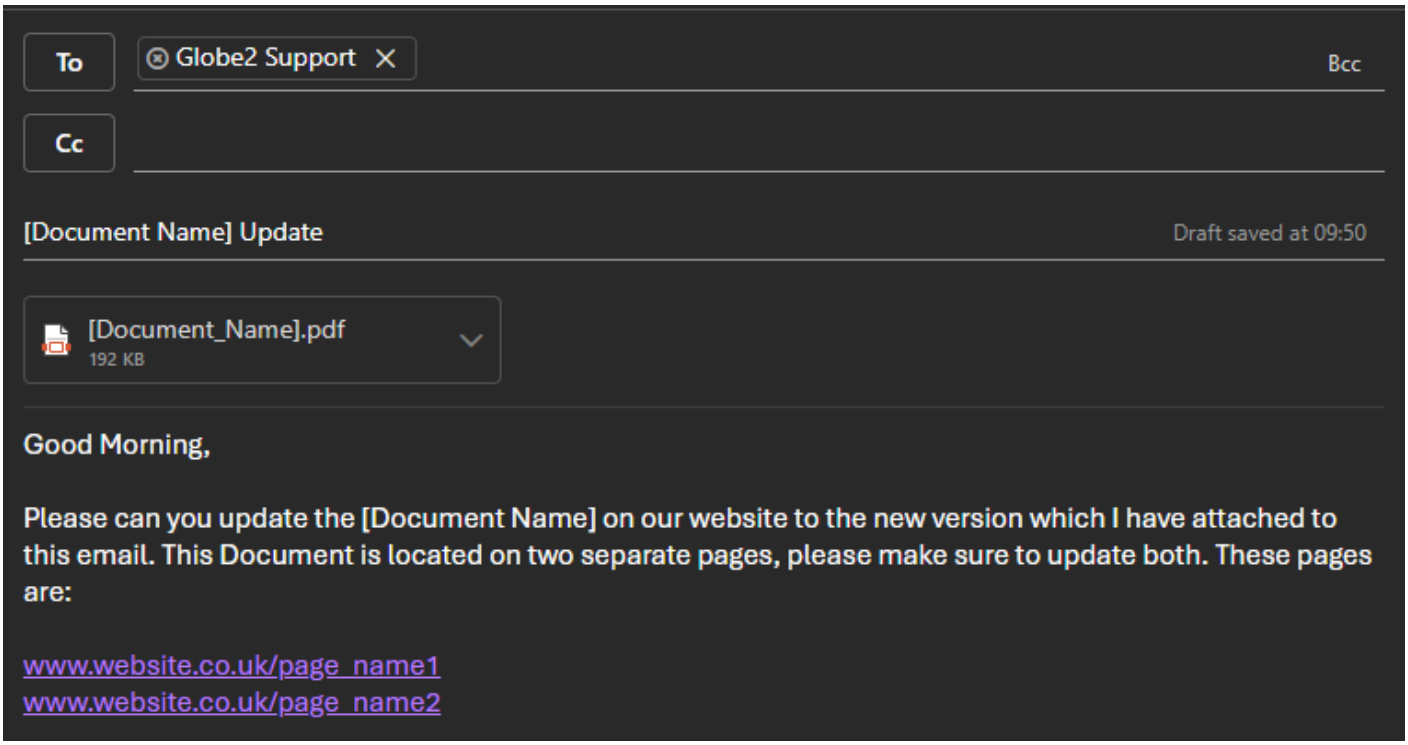
- multiple small requests are better than saving everything into one big job - for example one email for each page that needs updating

- either email us, or ask your tech support to email us - don't do both (even if it is CCing your tech support). This can lead to multiple requests for the same thing.

- a descriptive email subject makes it easier to identify one ticket from another, otherwise we have 10 tickets all named ‘[company name]’ which makes it harder to prioritise workloads.

- try and provide as much information as possible. 'Please add these photos to the [x] section on [this page]' is better than 'Please add these photos to the website'. The more ambiguous the request, the more likely to require additional information and cause a delay.

See this example request below:



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