Hosting Support : Getting the Most of Your Service

What happens when we are contacted?

- When we receive an email to support@globe2.net, this generates a support case, which is assigned to one of the team to carry out. Confirmation of the case reference is sent out by email, and any updates to the case 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 cases are carried out efficiently and without delay:

- To update a case, please DO reply to the ticket notification and DON'T send in a new email separately - sending a new email creates a new case, which can lead to confusion and delays.
- multiple small requests are better than saving everything into one big job
- 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 case from another, otherwise we have 10 cases all named ‘[account 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.
- If we request additional information, the case will be marked 'awaiting customer response' and taken out of the job queue. Two reminders will be sent, and if no further response received the case will be automatically closed (7 days after marked awaiting response). If you get an update asking for additional information, replying to this as soon as possible will reduce delays.
- > Ignoring the request for additional information and following reminders may result in the case being closed without resolution.

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