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User guide: How to create a high-quality request for customer support?

Dear partners and users of our solutions,

To provide you with the best possible customer support, we have prepared several tips and tricks and instructions on the topic of how to write and submit proper support inquiry. Often, when submitting a request, we do not receive enough relevant information to proceed, so we are forced to contact you again in order to start resolving the issue.

To speed up the resolution of your inquiries and save your time as well as ours, we have prepared short instructions and some advice that is always good to keep in mind before submitting a request to our support.

The tips are as follows:

0 Reach out to your closest colleagues first.

Before writing an email, check with your colleagues who have experience working with the Servis24 solution if they have ever encountered your case and if they can help you in any way. Often, problems can be solved within your company without the need for our assistance, which significantly speeds up problem resolution.

1 Provide basic details of the problem in the email subject line.

The subject of your email should be short but informative. The subject should contain key words that describe the problem or question you want more information about. For example, instead of "Problem with S24" or "Inquiry," it would be better to write "S24 - Inability to complete an outbound order for client XY" or "New request – Zone-picking new request for client XY."

2 Describe the problem as thoroughly as possible.

The inquiry you send us should contain enough details so that we know what the problem is right away. Try to describe the situation in which the problem appeared, what have you do to try to solve it, and how the problem manifests itself. Also, be sure to include important details about the problem, for example, if it is an inability to complete an order, write to us:
- Which application is it, Servis24 desktop, Android, or something else…
- Which module within the application it is, e.g., On S24 WMS Android module Inventory.
- What steps were taken before the error appeared.
- Order/document number,
- The name of the person trying to complete it,
- The error message that appeared in the program,
- If you have multiple clients, for which client are you trying to complete the order.

The more information we have, the easier it is for us to solve the problem.

3 Always add a screenshot.

One picture speaks a thousand words, and in this case, it is also true. Please include a screenshot of your desktop screen or mobile terminal (Zebra) in the email so that we know exactly in what situation the error or problem occurs. Additional tip: Capture the entire screen, not just part of it, so that we see the complete picture.

4 Send inquiries only by email to support@aktiva-info.hr, not by phone or private emails.

All inquiries that are sent directly to the individual employee's emails do not automatically enter the customer support system, and it is easy to skip the request. Also, all phone calls are not official requests for problem resolution, and colleagues may not be able to answer them, especially in case of big backlog of tasks. Additionally, if some colleagues are on vacation, sending an email to support@aktiva-info.hr avoids the situation where the email waits until someone returns.

5 Always provide direct contact with a phone number.

In case where you are not directly solving the problem but only reporting it, or in the case where the problem occurred with colleagues in the warehouse on mobile terminals, please leave us the phone number of the colleague we can call directly if necessary. It is often necessary for the person who witnessed the error to reproduce the same error so that we can diagnose the problem faster.

6 If you manage to solve the problem yourself, let us know.

U nekim situacijama problem ste prijavili nama, a u međuvremenu ste ga sami ili uz pomoć kolega riješili. U takvom slučaju, molimo vas da nam obavezno javite da je problem riješen, kako mi ne bismo dodatno gubili vrijeme na istraživanje već rješene stvari.

7 If we send a request for additional clarification, please try to send us the information as soon as possible.

It is common for us to need more information to solve a particular problem. If we have to wait for the same information for several days, it is harder to return to the specific problem and more time is unnecessarily wasted. Therefore, we kindly ask you to try to provide us with the requested information as soon as possible.

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As for the additional tips, here are a few things you **should avoid** in while submitting support queries:

1 **Sending queries with words like URGENT, IMMEDIATELY, if such queries are not actually urgent.**

Our customer support team always monitors queries and in cases when it is really urgent, we respond as quickly as possible. For example, if the goods are waiting to be dispatched and the customer is coming to collect them, but you have problems completing the order, we will prioritize and solve the problem immediately. However, there are other queries that may seem important and urgent, but do not require immediate resolution. Therefore, we advise you to assess whether your query is really urgent and whether we need to resolve it immediately.

2 **Sending an email without a subject line.**

A mail with "no-subject" does not enter our customer support system at all, as we automatically consider it a spam message, so we urge you once again to write the email subject line according to the above instructions.

3 **Sending only a screenshot in the email.**

Although an image tells us a lot, sometimes without written instructions and context, we are not sure what we need to do, so we ask that you provide written context so that we can immediately start solving your problem.

We hope these brief instructions and tips have been very useful, and we invite you to apply some of them when sending your next email to our support.

Additionally, we are sending you a checklist that you can print and use when sending queries, to make sure you have gone through all the points listed above:

Checklist

To check before submitting a support request:

- [ ] I have checked with my colleagues if they have encountered the same problem.

- [ ] In the email subject, I have described the basic information about the problem.

- [ ] In the email body, I have provided as much information and details about the error as possible.

- [ ] I have attached a screenshot of the issue.

- [ ] I am sending the email to support@aktiva-info.hr or adding support in the cc.

- [ ] I have provided my contact information or the contact information of the colleague who encountered the error.