

4/7/2008



Introducing Support Team Members

Dear Customer,

The following document details information on the personnel and procedures for the New Mind Support Team.

Team is currently made up of the following people:

Andrew Ash: Customer Support Manager

Jen Dry: Support Coordinator

Michael Lloyd: Support Coordinator

Tom Bowers: Support Coordinator

Adeyinka Adepoju: Support Coordinator

If you need to contact us regarding the support of any New Mind product please use the following phone number:

0845 241 6866

The second part of this communication will explain how to log calls using email.

New Mind Support Team: New Call Logging Procedures

As part of the ongoing improvement to the support procedures at New Mind we ask you to follow the instructions below when reporting issues via email. The call logging software will enable you to log calls directly into the Oxygen call handling system.

To log a call in the system please use the following subject line when mailing the support inbox. Please note that to make use of this functionality you have to mail support@newmind.co.uk with the text (highlighted in the red box below) **New Call:** in the subject field.



Once the system has received this message a new call ticket will be generated and the sender will receive an email with the following information:

Call Summary: Your description of the issue in hand

Call Reference: The systems unique ID for the issue logged

Time and Date: The time we received the email and the call was logged

To add any or request information on the issue you have raised please reply to the initial mail you get from us.

Once the call is logged in the system, one of the support coordinators will pick up the ticket and investigate the problem or request. Once the initial investigation has taken place the support coordinator will contact the person who logged the call, explain the issue and advise on how the issue will be resolved as well as giving an approximate timescale.

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Once the issue is resolved a mail will be generated by the system to advise that the call is closed. The ticket will automatically close one week after the receipt of this mail. Any communication from the recipient (i.e. a request for further investigation) will re-open the call for further analysis.

If you have any queries regarding any of the above stages, or want to discuss how this system will work for you please contact Andrew Ash on 0151 287 7791.