VantagePoint Business Solutions

VantagePoint Help Desk Support

VANTAGE POINT
Financial Intelligence. Empowered.

VantagePoint Support ID

A new user ID will be created for you in the VantagePoint Support Ticketing system.

The ID will be your email address and you will receive an email to set up your password. This email will also have a link to the VantagePoint Support Ticket website. The first step will be to go to the website and set up your password.

Fri 7/22/2016 12:25 PM

VantagePoint <support@vantagepoint.freshdesk.com>

Helpdesk and Support user activation

To   ⊞ **Support@vantagepoint-solutions.com**

Retention Policy   Junk Email (30 days)   Expires   Never
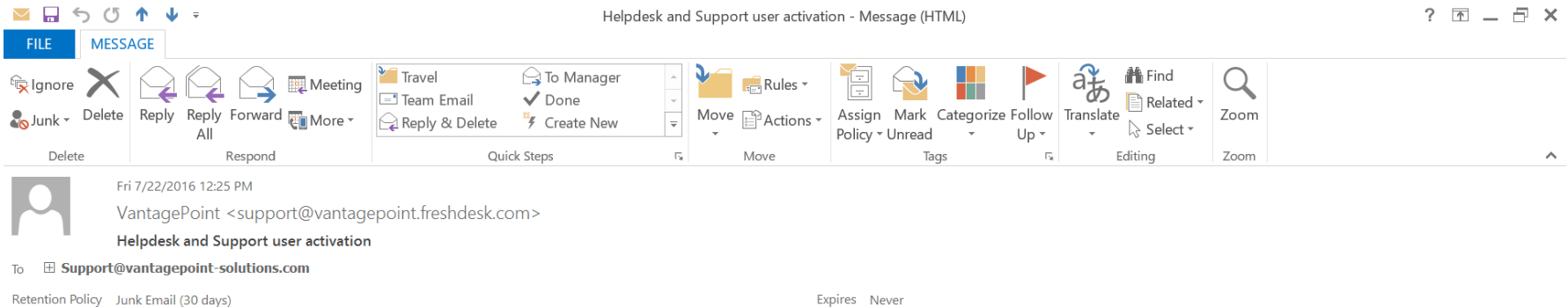
Hi Support Services,

Your Helpdesk and Support account has been created.

Click the url below to activate your account!

https://vantagepoint.freshdesk.com/register/2HtcGu7rkxicsuk2zvf

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.
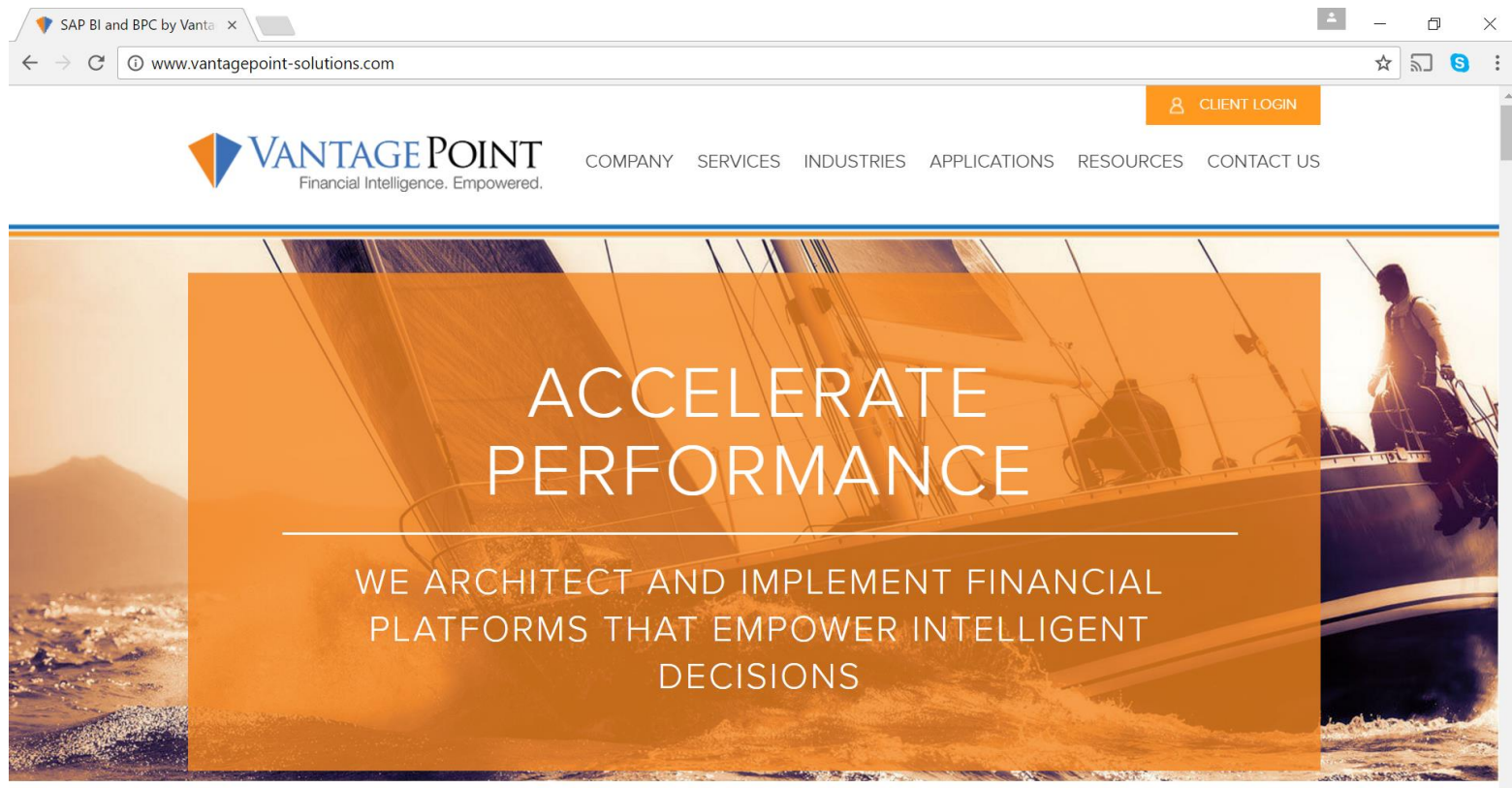
Regards,
Helpdesk and Support

Follow these steps to Enter a New Support Ticket

- Log onto the VantagePoint-Solutions website and click on the Client Login button on the home page

- Log directly into the VantagePoint Support ticket system

How To Enter a new Support Ticket

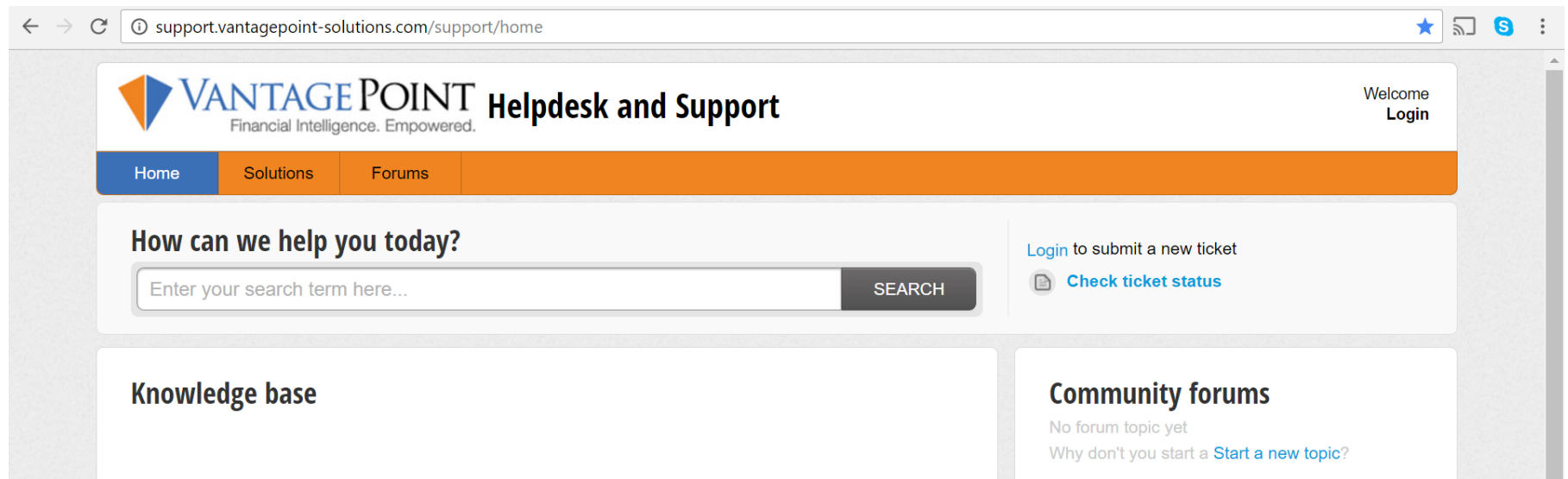Through the VantagePoint-Solutions.com website.

Go to http://www.vantagepoint-solutions.com and click on the Client Login button on the home page
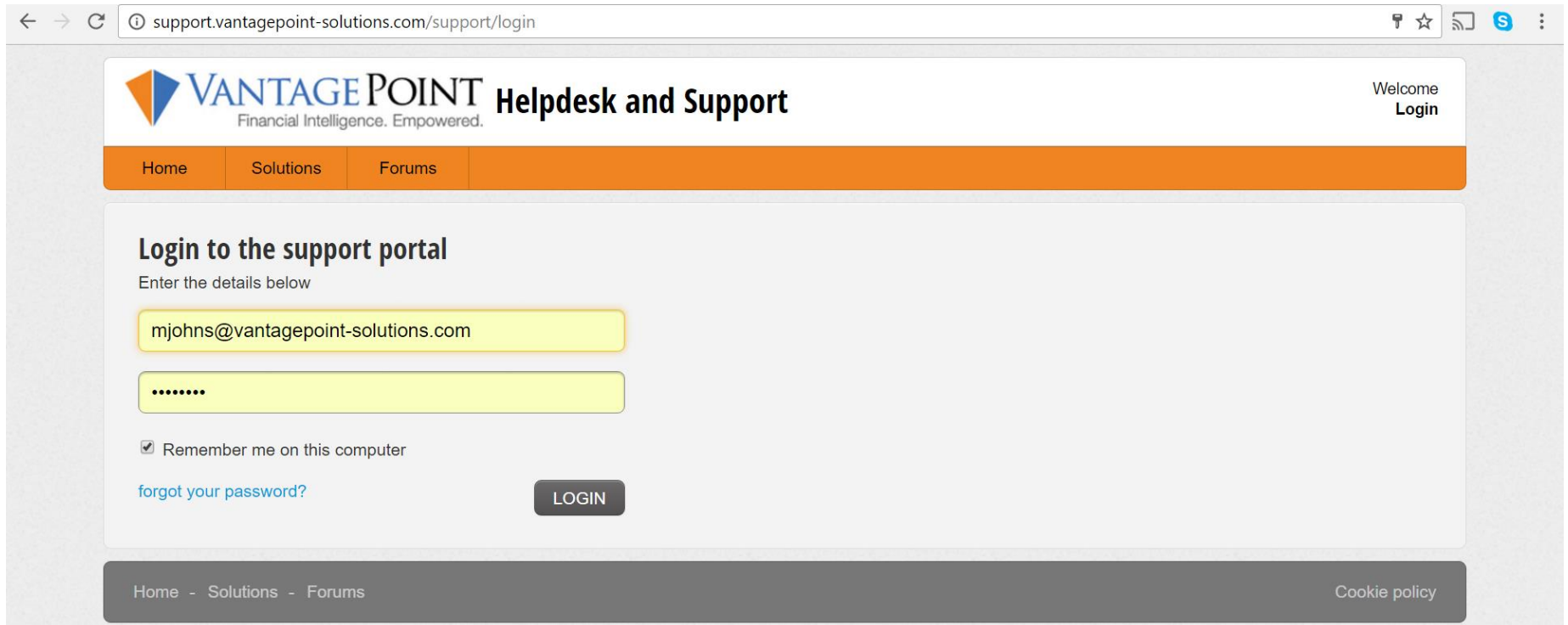
Through the support.vantagepoint-solutions.com website.

Go directly to http://support.vantagepoint-solutions.com and Login.

How To Enter a new Support Ticket

Your ID will be your email address.

Entering a new Support Ticket

Click "New Support Ticket"
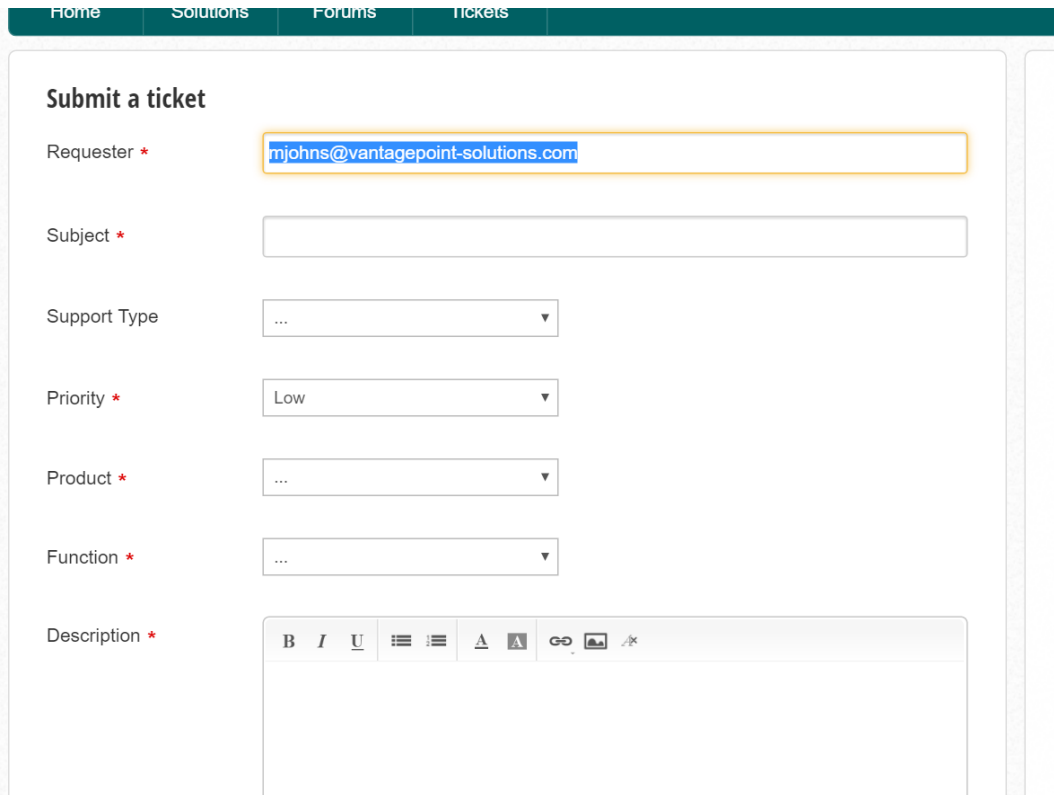
Entering a new Support Ticket

Fill in each field. Click "Submit" when done.

Requester will be automatically filled in with your email address.

Subject is what the topic of the ticket is.

Support Type is categorizing what the request is. Example: Question, Incident, etc.

Priority will vary depending on the topic of the ticket. Example: System down –Urgent. Future changes –Low.

Product will help explain what the ticket relates to. Example: BPC MS – BPC Microsoft, BPC NW – BPC Netweaver, etc.

Function is the software function that needs support. Example: Reporting, Admin, etc.

Description is used to explain in more detail why the ticket is being entered.

New Ticket Email to Customer

Ticket Received - test 3 exchange rule - Message

FILE   **MESSAGE**

Ignore | Delete | Reply | Reply All | Forward | More | Meeting | HR | Team Email | Reply & Delete | To Manager | Done | Create New | Move | Rules | Actions | Assign Policy | Junk
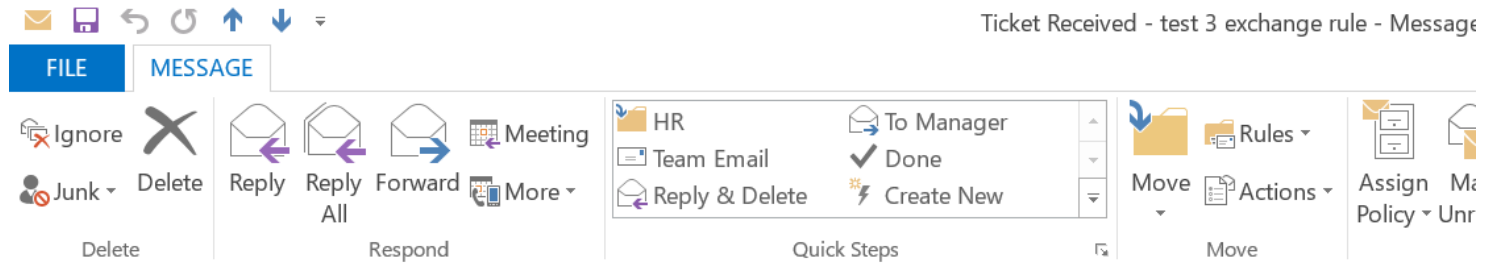
Delete | Respond | Quick Steps | Move

Thu 7/28/2016 8:55 AM

VantagePoint Support <support@vantagepoint-solutions.com>

Ticket Received - test 3 exchange rule

To   Mike Johns

Retention Policy   Junk Email (30 days)   Expires   Never

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Action Items

Dear Michael Johns,

We would like to acknowledge that we have received your request and a ticket has been created.
A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).

To view the status of the ticket or add comments, please visit
https://vantagepoint.freshdesk.com/helpdesk/tickets/13

Thank you for your patience.

Sincerely,
Helpdesk and Support Support Team

VANTAGE POINT
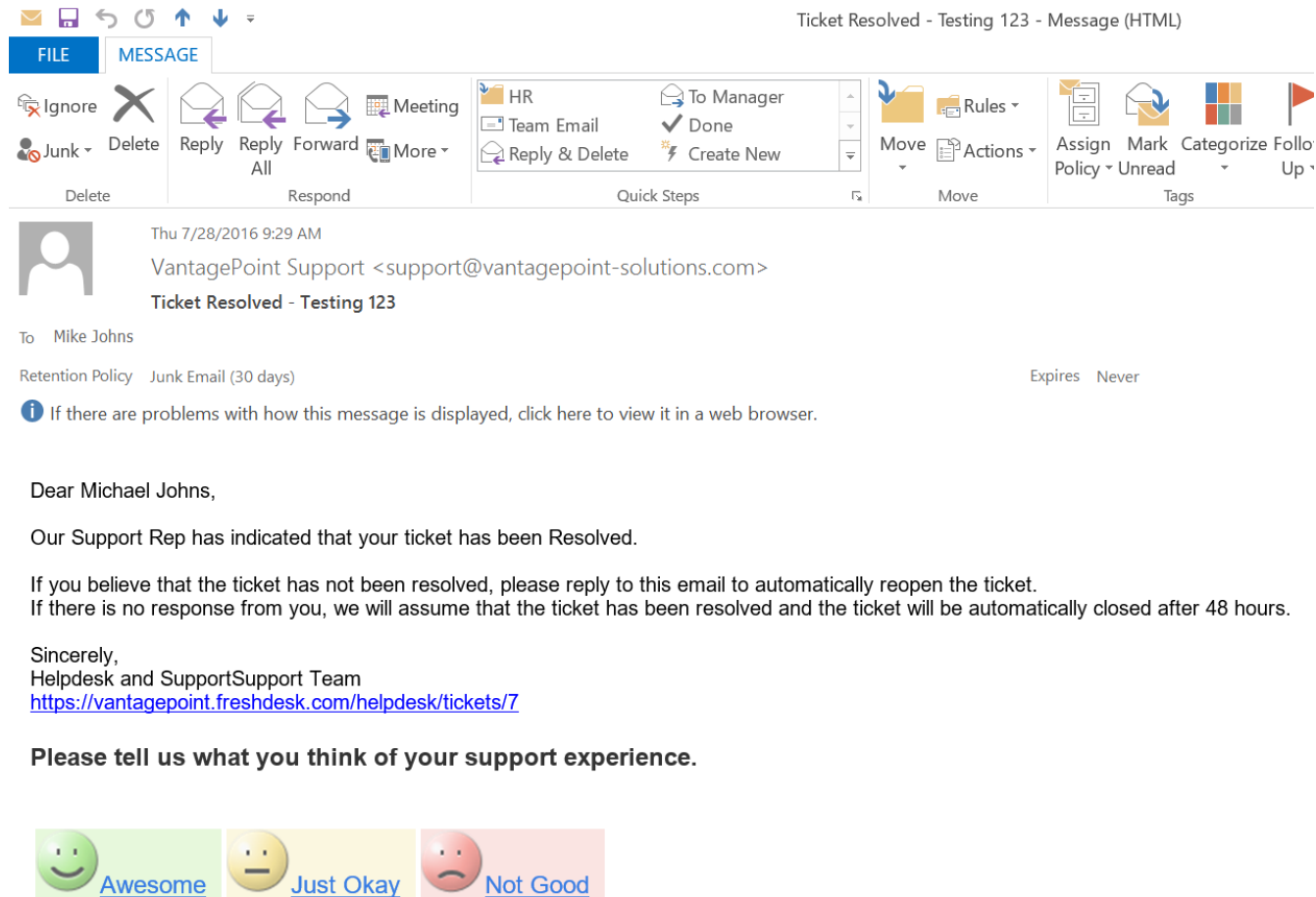Financial Intelligence. Empowered.

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Ticket Status

You can check the status of your Help request by signing back into the VantagePoint Helpdesk and clicking on "Check ticket status". There is a drop down to view tickets in different status and to see all of the tickets.
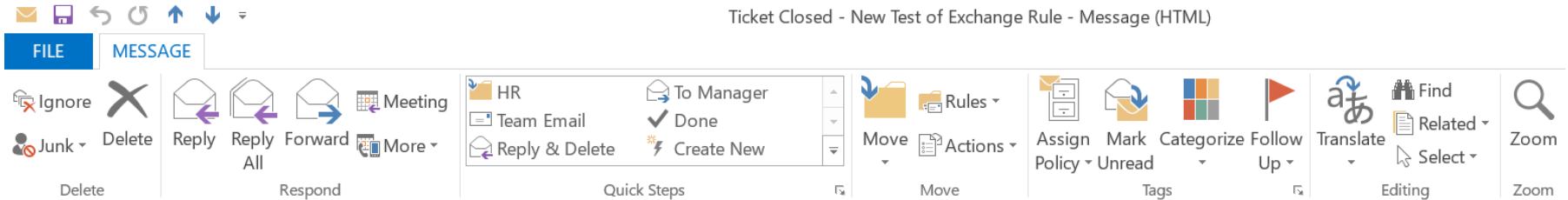
Updated Ticket Email to Customer

Another way that you will get updates is by the automated emails that are sent when the ticket is updated or closed in the system.

Closed Ticket Email to Customer

Ticket Closed - New Test of Exchange Rule - Message (HTML)

FILE **MESSAGE**

Delete	Respond	Quick Steps	Move	Tags	Editing	Zoom

Ignore | Junk | Delete | Reply | Reply All | Forward | Meeting | More | HR | Team Email | Reply & Delete | To Manager | Done | Create New | Rules | Move | Actions | Assign Policy | Mark Unread | Categorize | Follow Up | Translate | Find | Related | Select | Zoom

Tue 8/2/2016 1:38 PM

VantagePoint Support <support@vantagepoint-solutions.com>

Ticket Closed - New Test of Exchange Rule

To   Mike Johns

If there are problems with how this message is displayed, click here to view it in a web browser.

Action Items

Dear Michael Johns,

Your ticket - New Test of Exchange Rule - has been closed.

We hope that the ticket was resolved to your satisfaction. If you feel that the ticket should not be closed or if the ticket has not been resolved, please reply to this email.

Sincerely,
Helpdesk and Support Support Team
https://vantagepoint.freshdesk.com/helpdesk/tickets/12

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