

SUPPORT REQUEST TRACKING

Introduction

TSWeb, the Globix Technical Support Client extranet enables customers to interact with the Globix internal support management system. TSWeb is intended to facilitate and expedite communications between our clients and Globix' technical staff regarding support issues.

The Globix Support Management System tracks Support Requests initiated by either Globix or its clients. When Globix monitoring services note a service issue, Globix will initiate a Support Request on a client's behalf. Clients may initiate a Support Request themselves in three ways: 1) via e-mail (support@globix.com), 2) via the Technical Support Client Extranet (<https://tswweb.globix.net>), or 3) over the phone (877)-2GLOBIX.

In addition to initiating a Support Request, this Website enables clients to view the progress of existing Support Requests. New and/or updated Support Requests are automatically entered into the Globix Support Management System.

Purpose

This document describes how to interface with the Globix Technical Support Client Extranet (TSWeb).

Guidelines

1. Accessing the Web Site

- Only authorized client contacts will be able to access data on the Technical Support Extranet. Authorized contacts are those people whose names and contact information are have been entered into the Globix Contact List.
- Before logging into the website, client contacts must request a login name and password. To do this, email or call Customer Support at support@globix.com or (877)-2GLOBIX. Support will generate the login and password and contact the client with the information.
- To log on, go to <https://tswweb.globix.net>. Enter your login name and password.
- If you experience difficulty in the registration process, contact Customer Support to verify that you are an authorized account contact.

2. Submitting a New Service Request

- To submit a new Service Request, after logging in, select the "Submit Support Request" option on the left-hand toolbar (under the client information section).
- You will be asked to select the location for the request (i.e., the New York Internet Data Center (IDC), the Santa Clara IDC, the London IDC, etc.)
- Enter a brief description of the service request in the first text box and describe the issue in detail in the second text box.
- Click on "Submit Request".

3. Viewing and Updating Existing Service Requests

- To view or update an existing Service Request, after logging in, select the “Lookup Support Requests” option on the left-hand toolbar under client information.
- Select the status of requests you wish to view. You may choose from
 - **New** (recently opened requests on which no action has been taken)
 - **Open** (active requests)
 - **Pending** (requests awaiting client or vendor interaction)
 - **Resolved** (requests that have been resolved & are waiting to be closed)
 - **Closed** (requests that have been resolved and closed)
- Choose how you want to sort your cases.
- Click on “Get Cases.”
- The case history will list for you the Service Request Case ID number, the status of the request, a summary of the request, the method of submission, the date of submission, and the Globix department that is working on the request.
- To access details of a specific request, click on the Case ID number.
- To update that request, type in the text box labeled “Update Entry.” Be sure to be as complete and detailed as possible with your entry in order to expedite resolution. When you have finished, submit the entry by clicking on the “Update Ticket” button.
- You may view the various entries associated with that request chronologically or reverse chronologically by choosing the appropriate option under “Audit Trail” and pressing “Sort.”

4. Closed Service Requests

- Service Requests will be closed 72 hours after they have been resolved.
- If a request has not been resolved to your satisfaction, please contact Customer Support and request that it be re-opened. Please provide us with details so that we may satisfy your request. Once closed, a new request must be submitted.
- Closed cases will remain in the support management system for three months before being archived from the system. Cases may not be updated when they are in a closed state; however, they may be viewed for the three months they remain in the system after being closed.