AimValley

AimTicket Customer Support Data Sheet

AimTicket Customer Support

Introduction

As a customer of AimValley you might have questions regarding our products. Especially when these questions are urgent, it is critical that AimValley provides you with a timely response and solution. Up-to-date status updates on your inquiry are of the utmost importance. To support this process AimValley has set-up 'AimTicket' as Customer Support System.

Customer Support

On our website, AimValley.com, there is a link for information requests. For general questions, this is the preferred way to contact us. When there are questions regarding a product we already provided to you or are developing for you, we can offer our AimTicket Customer Support gateway to ensure that questions are tracked and responses are documented in our AimTicket Customer Support System. AimTicket supports notifications via email which can be tailored to your needs.

Delivering Solutions for a Connected World

AimValley

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phone +31 35 689 1900
sales@aimvalley.com
www.aimvalley.com

Account

As an AimValley customer you can request one or more accounts for one or more specific products. For an account it is mandatory to provide an email address which will serve as the account name. Your contact person in AimValley is able to provide you with an AimTicket account. The email address provided by you will be used in all communication regarding the created tickets.

Security

The AimTicket support system is hosted on a secure website that sets-up an encrypted connection to your browser for information exchange. To enable this secure connection, you will need to install the AimValley Root Certificate. The support questions are always linked to one or more products for which the account has permission. Other accounts cannot view these products and cannot see the support requests. Within AimValley the separate products have their own Ticket Review Board. Therefore, only the AimValley persons allocated to the related project have the ability to see the products and support questions.

Tickets

You can create a Ticket for a question, change request on hardware/software, a problem report, etc. A Ticket should describe only one issue per request. If more issues are present, a separate Ticket needs to be created. All Tickets are stored in the support database. By using the search function, Tickets can be viewed with their corresponding status.

Support

Your Ticket is stored in a database and associated with a Ticket number. The Ticket Review Board in AimValley assesses incoming Tickets and assigns it to the correct support team. The request will be investigated and results/answers will be added to the ticket. Your last action is to close the Ticket which acts as a sign-off for the request. During all these actions the Ticket status changes, are notified via email. During the process you can add information to the ticket at any time.

More Information

Please feel free to contact AimValley for more information on our Customer Support. A Quick Start guide is available to become familiar with AimTicket.

Feedback

AimValley is always happy to receive any feedback on our Customer Support. We will use this feedback to continuously improve our service to you. You can send your feedback to our general info@aimvalley.co email address.

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