



Support Details & Support Portal

January 2016

Welcome to Xn Leisure

Here at Xn we have a defined, unequivocal vision – to be a partner to players in the leisure industry rather than a supplier. We pride ourselves on the relationships we have with our customers and the service we provide.

We have put this welcome pack together to help familiarise you with the different ways you can get in touch with us and to give you an overview our customer support processes.

Your welcome pack contains:

Contact Information

Support Availability

Ticket Logging Information

Support ticket Priorities

Escalation Procedure



Support Contact Information

From time to time it may be necessary to contact the support desk for assistance. Customers have access to a portal for logging tickets. Tickets can then be viewed and updated as required.

Portal address as follows:

<https://portal.teamsupport.com/XNLeisureCustomerSupport>

Please add this to your favourites so you can access the portal easily when needed. **The portal will also display important messages about service outages when a number of customers are impacted.**

Should you not have access to the internet we also offer the ability to log tickets via phone by calling 0870 80 30 702. The portal offers great visibility of all your tickets and we would kindly ask that this is used in the first instance to log tickets.



Support Availability

	Time	Support
Weekdays	7am – 8am (out of hours)	Priority 1 calls only
	8am – 5:30pm (core office hours)	All calls
	5:30pm – 10pm (out of hours)	Priority 1 calls only
Weekends	7am – 10pm (out of hours)	Priority 1 calls only
Bank Holidays	7am – 10pm (out of hours)	Priority 1 calls only



To log or escalate any urgent P1 “Application down” tickets outside of core office hours, call 0870 80 30 702 and you will be routed through to the on call Support Analyst.

Support Call Impact/Priorities

The Xn Leisure Support desk operates with four levels of priority. You can assign a priority when you log a ticket via the portal.

The Impact/Priority levels are:

P1. “Application down”: This is the highest priority level. This priority level should be assigned when a particular application is completely unusable. All necessary internal resources will be immediately re-allocated to investigate a P1 issue.

P2. “Urgent”: This priority level is allocated when a problem is seriously affecting usability on site, for example a workstation is not operational, reports are showing incorrect data, or a financial process is not working. In some cases financial problems may be escalated to a P1 if the issue will cause an imminent inability to collect money.

P3/P4. “Standard” and “Query” This priority level is allocated to questions, queries or minor problems.





Support Portal User Guide

Logging onto the Portal

- Before you are able to log onto the Portal, you will need to decide who you would like to log the Tickets.
 - This usually depends on the amount of sites you have.
 - Communication on a Ticket is via an email address
 - If you have 5 or more sites, we recommend that you have a generic email address's for each site rather than a single email address log on.
 - We will need email addresses as a unique identifier to set up the account as close to the start of the project as possible
 - Once we have these details, we then add you as contacts to Team Support and this will automatically generate a password. (Please note that we do not know these passwords)
 - Once you receive your password you are then able to log a ticket.
 - If you decide to use a generic email address, remember that all those who use that particular generic email address will have to use the same password.
 - You can change your password from the one that has been generated, but again remember that those using a generic logon's will need to let everyone know that new password.
 - You can update contacts/email address's/generic addresses at anytime by logging a ticket.
-

Support Portal – Landing Page

Once you receive your login and password and have logged into your Team Support Portal, you will be directed to this '**landing page**'. Please be aware that the following slides are based purely on this presentation and examples.



Welcome, **David Harris**

[+ NEW TICKET](#) [ACCOUNT SETTINGS](#) [LOG OUT](#)



Tickets ▾

My Products

SEARCH

Support Center

Welcome to our Customer Portal!


Recent KnowledgeBase Articles

There are no results to display

Popular KnowledgeBase Articles

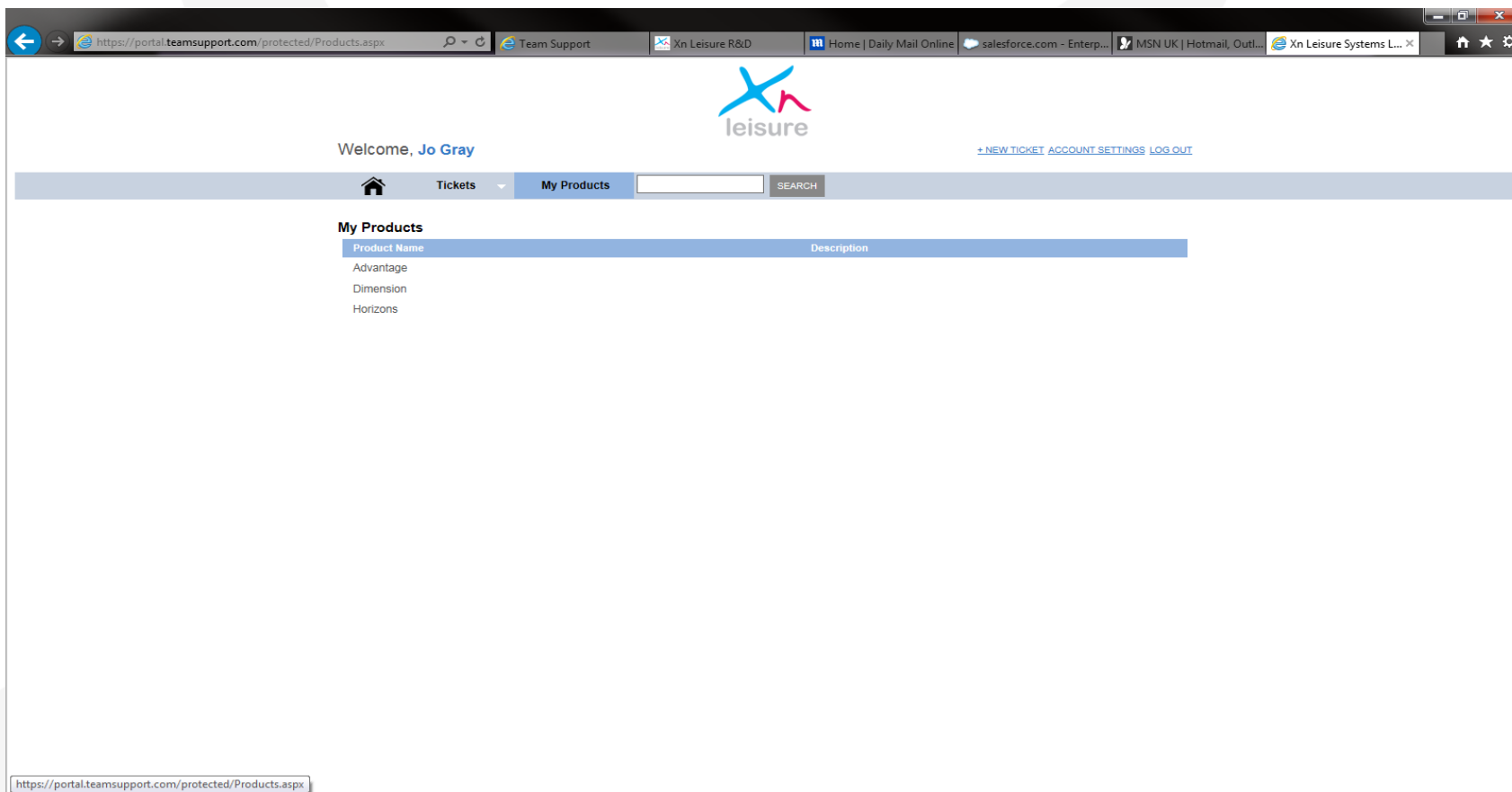
There are no results to display

Recent Tickets

 1730 - Advantage is Slow	2 days ago
 1727 - Advantage is Slow	2 days ago
 1679 - Advantage is Slow	4 days ago
 1674 - Advantage is slow	4 days ago
 1663 - Advantage is Slow	5 days ago

Support Portal – My Products

Xn Leisure have updated all customer products on Team Support. Once you login you will be able to view these under the **'My Products'** tab and confirm that the products displayed are correct. If you notice any discrepancies please inform your Customer Account Specialist and they will be happy to amend them.



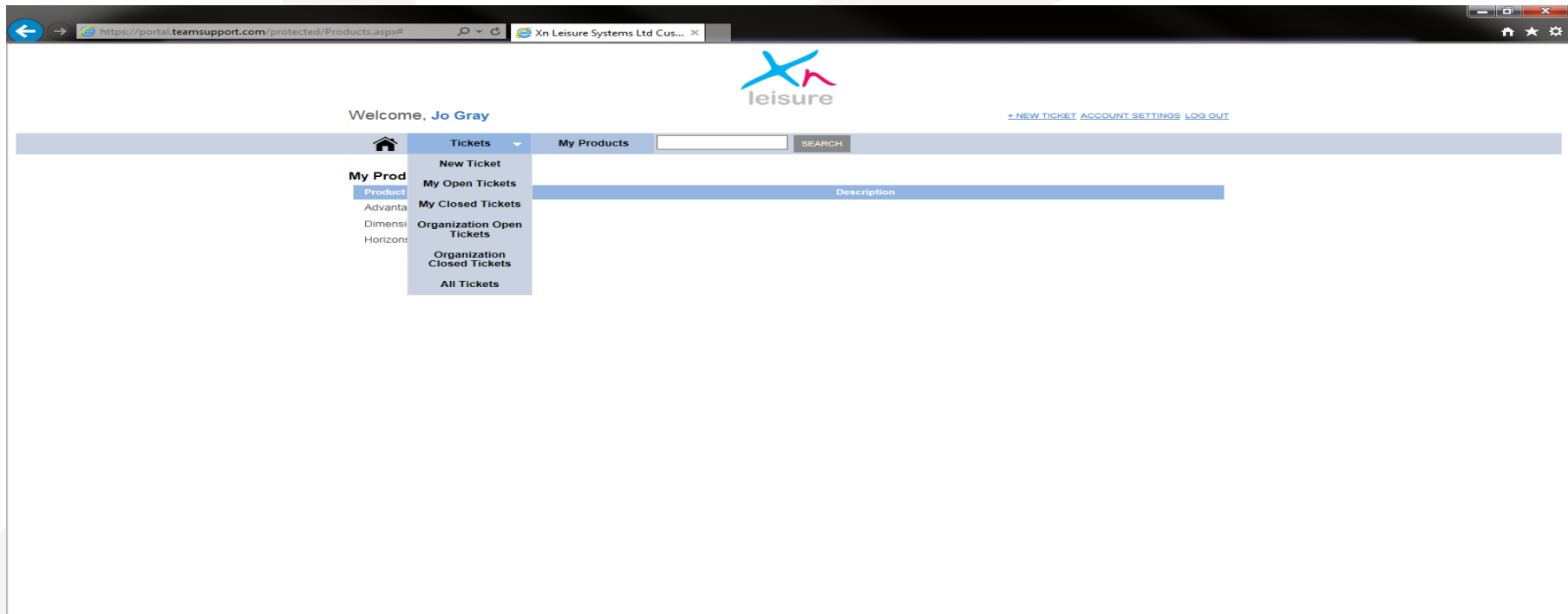
The screenshot shows a web browser window displaying the Xn Leisure Support Portal. The address bar shows the URL <https://portal.teamsupport.com/protected/Products.aspx>. The page features the Xn Leisure logo at the top center. Below the logo, it says "Welcome, Jo Gray" and provides links for [+ NEW TICKET](#), [ACCOUNT SETTINGS](#), and [LOG OUT](#). A navigation bar includes a home icon, a "Tickets" dropdown menu, and a "My Products" tab. Below the navigation bar, the "My Products" section is active, displaying a table with two columns: "Product Name" and "Description". The table lists three products: Advantage, Dimension, and Horizons.

Product Name	Description
Advantage	
Dimension	
Horizons	

Support Portal – Tickets Tab

The '**Tickets Tab**' presents you with various options enabling you to create and manage your tickets :

- **New Ticket** – this option enables all contacts added to Team Support to create a new ticket
- **My Open Tickets** – this option enables all contacts added to Team Support to view their 'own' open tickets only
- **My Closed Tickets** - this option enables all contacts added to Team Support to view their 'own' closed tickets only
- **Organisation Open Tickets** - this option enables all contacts added to Team Support to view all open tickets under an organisation
- **Organisation Closed Tickets** - this option enables all contacts added to Team Support to view all closed tickets under an organisation
- **All Tickets** - this option enables all contacts added to Team Support to view all tickets



Support Portal – Creating A New Ticket Template

To create a new ticket please complete the presented fields under **'New Ticket'**. As you click in to them you are informed if the data required is mandatory:

- **Subject** – please enter the nature of your service request/query
- **Ticket Type** – (Normally Incident/Fault)
- **Product** – please select
- **Contact Telephone Number** – please enter the correct number to contact you on including any extensions
- **Full Name** – please enter your full name
- **Site** – please enter the correct site name the issue is related to
- **Live Or Test Environment** – please select the correct environment
- **Impact** – Select from list
- **Workstation ID** – not mandatory
- **User ID** – not mandatory
- **Description** – please enter all information related to the issue so we can deal with it efficiently

You also have the option to **'add attachments'** and/or **'add screen recording'** (next slides).

Once you have entered/added everything you need please click on the **'submit'** button.

The screenshot shows the 'New Ticket' form in the Xn Leisure Systems Limited Support Portal. The header includes the company logo, a welcome message for David Harris, and navigation links for '+ NEW TICKET', 'ACCOUNT SETTINGS', and 'LOG OUT'. The main navigation bar has a home icon, a 'Tickets' dropdown menu, a 'My Products' section with a search bar, and a 'SEARCH' button. The form itself is titled 'New Ticket' and contains several fields: 'Subject' (text input), 'Ticket Type' (dropdown menu with 'Incident / Fault' selected), 'Product' (dropdown menu with '--Select Product--' selected), 'Contact Telephone Number' (text input), 'Full Name' (text input), 'Site' (text input), 'Live Or Test Environment' (dropdown menu with 'Live' selected), 'Impact' (dropdown menu), 'Steps Prior To Problem Surfacing' (dropdown menu with 'Detailed In Description' selected), and 'Workstation ID' (text input). The 'Description' field is a large text area containing a welcome message and instructions. At the bottom of the form, there are links for 'add attachments' and 'Add Screen Recording', and 'submit' and 'cancel' buttons.

Welcome, **David Harris**

[+ NEW TICKET](#) [ACCOUNT SETTINGS](#) [LOG OUT](#)

[Home](#) **Tickets** **My Products** **SEARCH**

New Ticket

Subject

Ticket Type
Incident / Fault

Product
--Select Product--

Contact Telephone Number

Full Name

Site

Live Or Test Environment
Live

Impact

Steps Prior To Problem Surfacing
Detailed In Description

Workstation ID

Description

Welcome to our new customer support portal, please provide as much information as possible, you can attach screenshots and take a recording of your screen to demonstrate the problem from the bottom of this page.

If you are having a problem with your live system please select **'Incident/fault'** from the ticket type menu.

If you have a procedural query with regards to one of our products, such as how to set something new up or how do I go about doing X or Y please select **'Procedural Query'** from the ticket type menu.

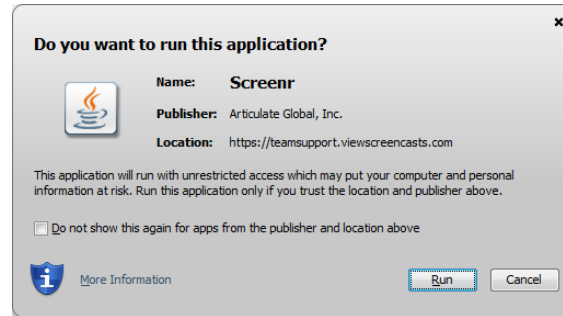
If you have a request for information, such as a compatibility or product development query please choose

[add attachments](#) [Add Screen Recording](#)

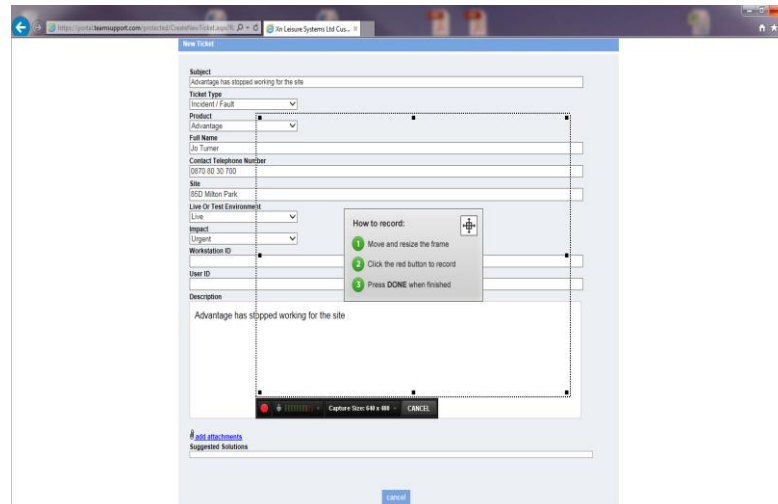
submit **cancel**

Support Portal – Creating A New Ticket

'Add Screen Recording' enables you to record/take a screen shot of the problem(s) you are having in real time. When you click on the **'red dial'** button the below dialogue box will appear once or twice asking 'Do you want to run this application', click on **'Run'**.

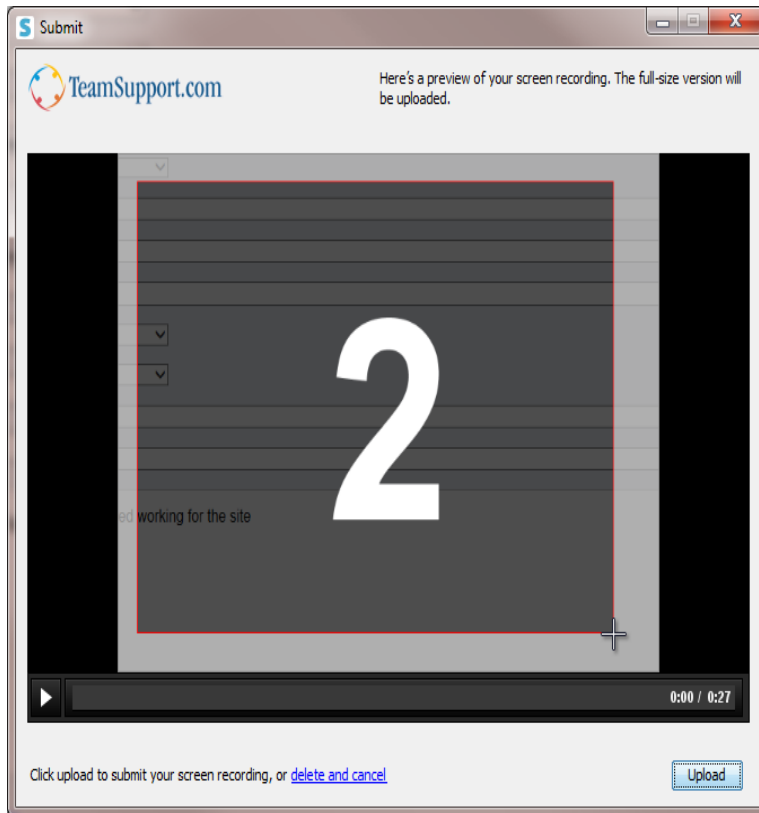


The **'How to record'** window appears guiding you on how/where/what you wish to record. You simply drag the frame, even across multiple monitor screens, and then click on the **'red dial'** button to record what you want on your screen. You can perform this as many times as you wish.



Support Portal – Creating A New Ticket

When you start recording you are presented with a count down – 3, 2, 1, and then Go! A timer appears at the bottom and you have a maximum of five minutes to record. When you have finished click on the **'Done'** button and you are presented with what you have just recorded (eg: below left). Click on the **'Upload'** button to add your recording to the ticket (eg: below right). If you are happy that you have added everything you need you can click on the **'submit'** button.




Live Or Test Environment
Live

Impact
Urgent

Workstation ID

User ID

Description
Advantage has stopped working for the site

 0:00 / 0:26

[Remove Recording](#)

[add attachments](#)

Suggested Solutions

Support Portal – Creating A New Ticket

Once submitted you are presented with the new **'Ticket Details'** and **'Comments'** (your description and recording/screen shot). The ticket is automatically assigned to the **'1st Line Support Team'** and they will have visibility. If you wish you can add further comments/recordings and the status will amend from **'New'** to **'Customer Responded'**. If you have created the ticket by mistake or the issue has resolved itself you can simply click on the **'close ticket'** button. Upon closing, as a check you will be asked **'Are you sure you want to mark this issue as being solved?'**, select **'ok'** or **'cancel'** to proceed. The following slides explain how you can manage your own and/or colleagues tickets.

You will also see that the ticket has a unique reference number. This number will be used to track the status of your ticket and is required in all correspondence. **Please refrain from contacting support analysts directly in case mailboxes are unattended during periods of leave.** Please do reply to updates via email from our system as these are recorded for better visibility on the ticket. **You must keep the subject as it is, if you change the subject on the email this will not update the case and the email will go nowhere.**

Support Portal – Creating A New Ticket

The screenshot displays a web browser window with the URL <https://portal.teamsupport.com/protected/ticketdetail.aspx?TicketID>. The page features the Xn Leisure Systems Ltd logo and a welcome message for Jo Turner. A navigation bar includes links for Tickets, My Products, and a search function. The main content area is divided into two sections: Ticket Details and Comments.


Ticket Details

Name	Advantage has stopped working for the site
Number	1904
Type	Incident / Fault
Status	New
Severity	Standard
Closed?	False
Group Assigned To	1st Line Support
Product Name	Advantage
Version Reported	
Version Solved	
Date Created	23/04/2015 07:30:30 PM
Last Modified	23/04/2015 07:30:30 PM
Full Name:	Jo Turner
Contact Telephone Number:	08708030700
Site:	85D Milton Park
Live Or Test Environment:	Live
Impact:	Urgent
Workstation ID:	
User ID:	

[add comment](#) [close ticket](#)

Comments:

Advantage has stopped working for the site



- Jo Turner 23/04/2015 07:30:30 PM

Requesting updates to your Ticket

For an update to your ticket, please use the “Add Comment” button on the relevant ticket via the portal. An analyst will then update the ticket, the update is then visible to you.

Ticket Details

Name	Email test
Number	2202
Type	Incident / Fault
Status	Closed
Severity	Query
Closed?	True
Group Assigned To	1st Line Support
Product Name	
Version Reported	
Version Solved	
Date Created	06/05/2015 09:49:53 AM
Last Modified	18/05/2015 10:52:28 AM
Full Name:	Bern
Contact Telephone Number:	876876
Site:	Bern
Live Or Test Environment:	Live
Impact:	Standard
Workstation ID:	
User ID:	

add comment

Support Portal – Subscribe

Once a ticket is submitted/saved and is viewed by a colleague, they will notice that there is a **'subscribe'** button under the **'Ticket Details'** as per the example below. This allows colleagues to **'subscribe'** to a ticket, like being cc'd in an email, so that they can be included when applicable and have visibility. Very helpful for when one colleague is going to be out of the office for a period of time and another colleague can take ownership. Please be aware that you cannot unsubscribe from a ticket, it remains with you until it is closed.

The screenshot shows a web browser window with the URL <https://portal.teamsupport.com/protected/ticketdetail.aspx?TicketID>. The page header includes the Xn Leisure logo and navigation links: [+ NEW TICKET](#), [ACCOUNT SETTINGS](#), and [LOG OUT](#). The user is logged in as **Jo Turner**. The main navigation bar contains [Home](#), [Tickets](#), and [My Products](#), along with a search bar.

The **Ticket Details** section on the left lists the following information:

Name	Test
Number	1889
Type	Incident / Fault
Status	Closed
Severity	Standard
Closed?	True
Group Assigned To	1st Line Support
Product Name	
Version Reported	
Version Solved	
Date Created	23/04/2015 02:41:13 PM
Last Modified	23/04/2015 02:42:09 PM
Full Name:	
Contact Telephone Number:	56745674567
Site:	456745674
Live Or Test Environment:	Live
Impact:	Query
Workstation ID:	
User ID:	

At the bottom of the **Ticket Details** section are two buttons: **add comment** and **subscribe**.

The **Comments:** section on the right contains the following text:

Welcome to our new customer support portal, please provide as much information as possible, you can attach screenshots and take a recording of your screen to demonstrate the problem from the bottom of this page.

*If you are having a problem with your live system please select **'Incident/fault'** from the ticket type menu.*

*If you have a procedural query with regards to one of our products, such as how to set something new up or how do I go about doing X or Y please select **'Procedural Query'** from the ticket type menu.*

*If you have a request for information, such as a compatibility or product development query please choose ticket type **'Request For Information'***

*If you have a problem with a piece of hardware please select **'Hardware Fault/Request'***

*If you have a License query or your license is due to expire soon please select **'License Request'***


*If you have a sales query that is outstanding or a new sales related query please select **'Sales Query'***

*If you are having a problem whilst testing or User Acceptance Testing (UAT) our products please choose ticket type **'UAT Issue'***


- Bern Jackson 23/04/2015 02:41:13 PM

Support Portal – My Open Tickets

By selecting 'My Open Tickets' from the 'Tickets' drop down menu you will be able to view and manage all of your own open tickets only. You will see in the bottom right hand corner that there is an Excel icon, by clicking on it you have the option to 'Export ticket information to Excel' as well, which is very helpful for reporting purposes.



Welcome, **David Harris** [+ NEW TICKET](#) [ACCOUNT SETTINGS](#) [LOG OUT](#)

 **Tickets** ▼ **My Products** **SEARCH**

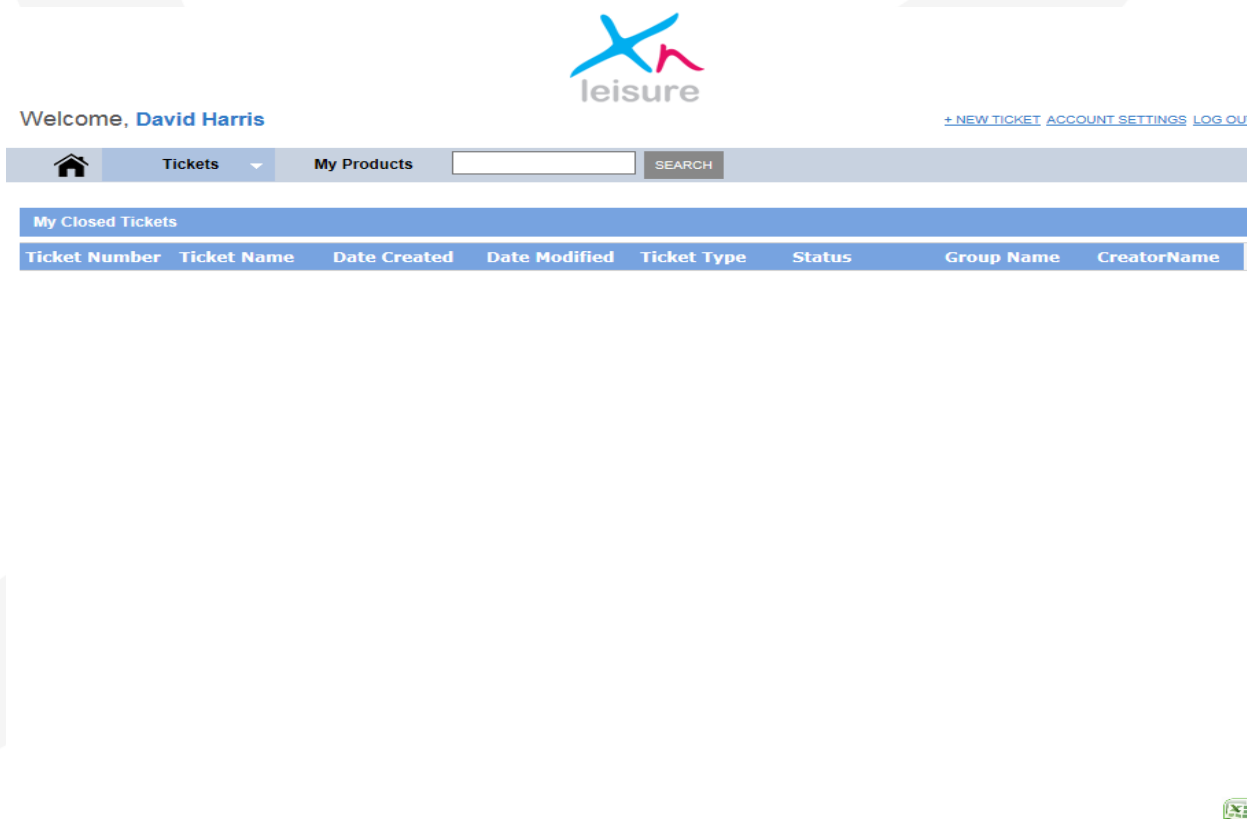
My Open Tickets

Ticket Number	Ticket Name	Date Created	Date Modified	Ticket Type	Status	Group Name	CreatorName
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Support Portal – My Closed Tickets

By selecting 'My Closed Tickets' from the 'Tickets' drop down menu you will be able to view and manage all of your own closed tickets only. You will see in the bottom right hand corner that there is an Excel icon, by clicking on it you have the option to 'Export ticket information to Excel' as well, which is very helpful for reporting purposes.




The screenshot shows the Xn Leisure Support Portal interface. At the top, the Xn Leisure logo is centered. Below it, a welcome message reads "Welcome, David Harris". To the right of the welcome message are links for "+ NEW TICKET", "ACCOUNT SETTINGS", and "LOG OUT". Below the welcome message is a navigation bar with a home icon, a "Tickets" dropdown menu, and a "My Products" section with a search input field and a "SEARCH" button. Below the navigation bar is a table titled "My Closed Tickets". The table has columns for "Ticket Number", "Ticket Name", "Date Created", "Date Modified", "Ticket Type", "Status", "Group Name", and "CreatorName". At the bottom right of the page, there is a small Excel icon.

Welcome, **David Harris** [+ NEW TICKET](#) [ACCOUNT SETTINGS](#) [LOG OUT](#)

 **Tickets**  **My Products** **SEARCH**

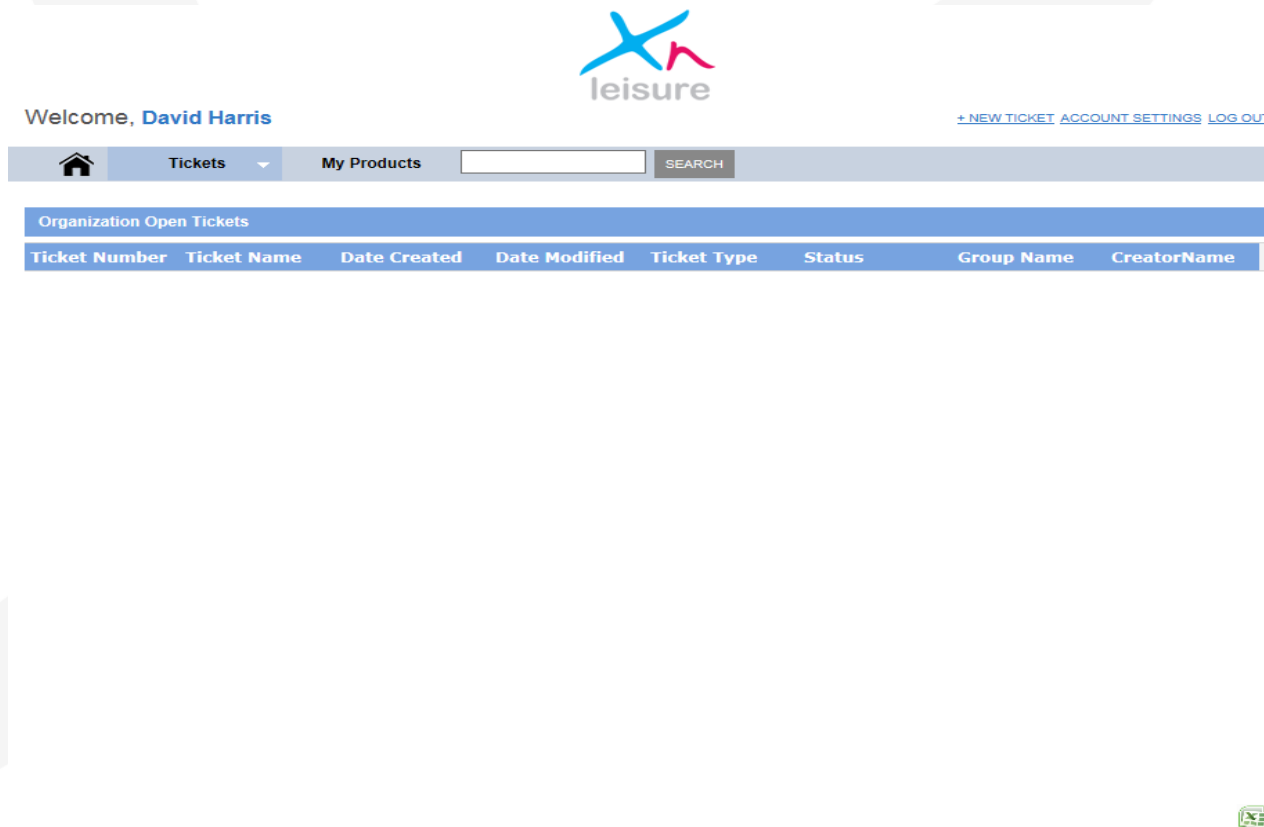
My Closed Tickets							
Ticket Number	Ticket Name	Date Created	Date Modified	Ticket Type	Status	Group Name	CreatorName



Support Portal – Organisation Open Tickets



By selecting 'Organisation Open Tickets' from the 'Tickets' drop down menu you will be able to view and manage all open tickets under an organisation. You will see in the bottom right hand corner that there is an Excel icon, by clicking on it you have the option to 'Export ticket information to Excel' as well, which is very helpful for reporting purposes.



The screenshot shows the Xn Leisure Support Portal interface. At the top, there is a navigation bar with a home icon, a 'Tickets' dropdown menu, and a 'My Products' section with a search input and a 'SEARCH' button. Below this, a blue header bar reads 'Organization Open Tickets'. Underneath, a table with columns: Ticket Number, Ticket Name, Date Created, Date Modified, Ticket Type, Status, Group Name, and CreatorName is visible. In the top right corner, there are links for '+ NEW TICKET', 'ACCOUNT SETTINGS', and 'LOG OUT'. In the bottom right corner, there is a small Excel icon.

Welcome, **David Harris**

[+ NEW TICKET](#) [ACCOUNT SETTINGS](#) [LOG OUT](#)

Tickets **My Products** **SEARCH**

Organization Open Tickets

Ticket Number	Ticket Name	Date Created	Date Modified	Ticket Type	Status	Group Name	CreatorName
---------------	-------------	--------------	---------------	-------------	--------	------------	-------------

Support Portal – Organisation Closed Tickets



By selecting 'Organisation Closed Tickets' from the 'Tickets' drop down menu you will be able to view and manage all closed tickets under an organisation (eg only shown below). You will see in the bottom right hand corner that there is an Excel icon, by clicking on it you have the option to 'Export ticket information to Excel' as well, which is very helpful for reporting purposes.



Welcome, **David Harris**

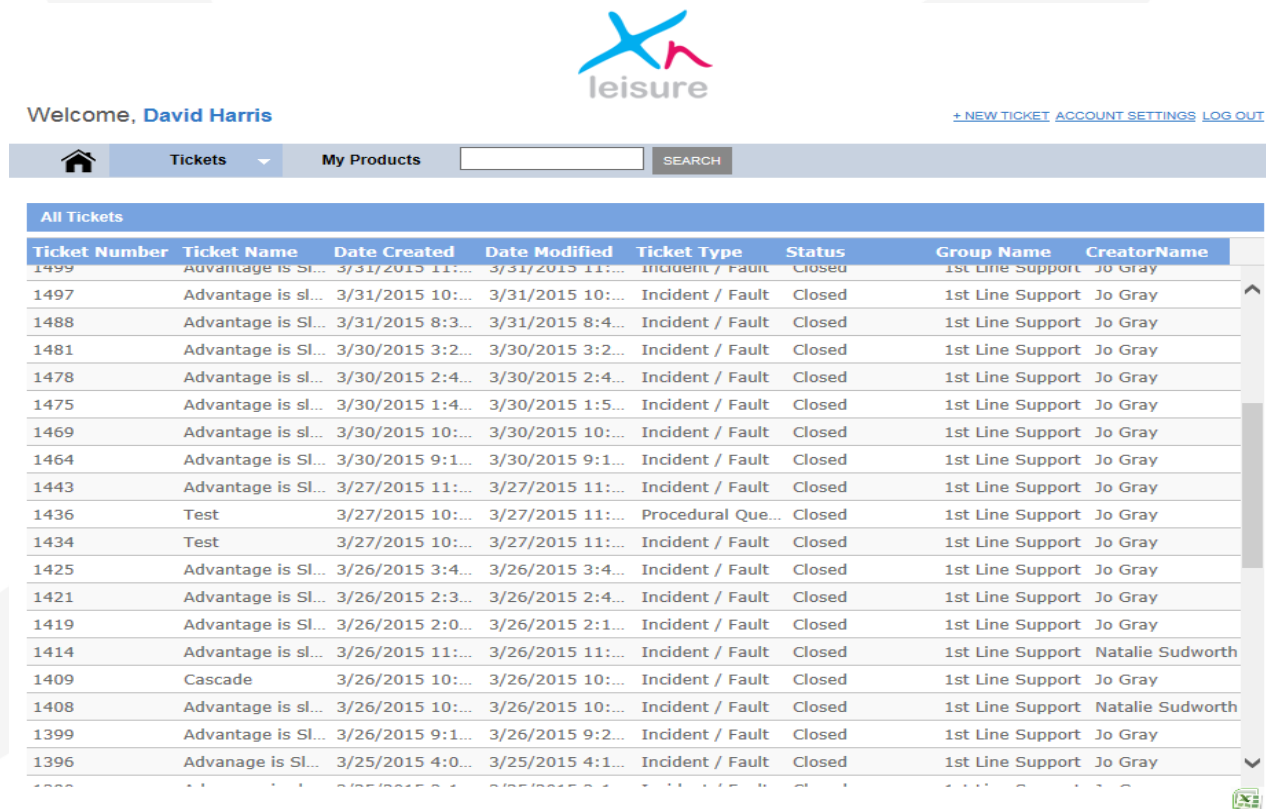
[+ NEW TICKET](#) [ACCOUNT SETTINGS](#) [LOG OUT](#)

Organization Closed Tickets							
Ticket Number	Ticket Name	Date Created	Date Modified	Ticket Type	Status	Group Name	CreatorName
1730	Advantage is Sl...	4/17/2015 9:2...	4/17/2015 9:2...	Incident / Fault	Closed	1st Line Support	Jo Gray
1727	Advantage is Sl...	4/17/2015 9:1...	4/17/2015 9:1...	Incident / Fault	Closed	1st Line Support	Jo Gray
1679	Advantage is Sl...	4/15/2015 11:...	4/15/2015 11:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1674	Advantage is sl...	4/15/2015 9:1...	4/15/2015 9:1...	Incident / Fault	Closed	1st Line Support	Jo Gray
1663	Advantage is Sl...	4/14/2015 1:1...	4/14/2015 3:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1661	Advantage is sl...	4/14/2015 12:...	4/14/2015 3:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1655	Advantage is Sl...	4/14/2015 10:...	4/14/2015 3:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1637	Advantage is Sl...	4/13/2015 3:2...	4/13/2015 3:3...	Incident / Fault	Closed	1st Line Support	Jo Gray
1630	Advantage is sl...	4/13/2015 2:3...	4/13/2015 2:3...	Incident / Fault	Closed	1st Line Support	Jo Gray
1619	Advantage is Sl...	4/13/2015 10:...	4/13/2015 10:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1588	Advantage is Sl...	4/9/2015 10:2...	4/9/2015 10:2...	Incident / Fault	Closed	1st Line Support	Jo Gray
1499	Advantage is Sl...	3/31/2015 11:...	3/31/2015 11:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1497	Advantage is sl...	3/31/2015 10:...	3/31/2015 10:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1488	Advantage is Sl...	3/31/2015 8:3...	3/31/2015 8:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1481	Advantage is Sl...	3/30/2015 3:2...	3/30/2015 3:2...	Incident / Fault	Closed	1st Line Support	Jo Gray
1478	Advantage is sl...	3/30/2015 2:4...	3/30/2015 2:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1475	Advantage is sl...	3/30/2015 1:4...	3/30/2015 1:5...	Incident / Fault	Closed	1st Line Support	Jo Gray
1469	Advantage is sl...	3/30/2015 10:...	3/30/2015 10:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1464	Advantage is Sl...	3/30/2015 9:1...	3/30/2015 9:1...	Incident / Fault	Closed	1st Line Support	Jo Gray



Support Portal – All Tickets

By selecting 'All Tickets' from the 'Tickets' drop down menu you will be able to view and manage all tickets (eg only shown below). You will see in the bottom right hand corner that there is an Excel icon, by clicking on it you have the option to 'Export ticket information to Excel' as well, which is very helpful for reporting purposes.



The screenshot shows the Xn Leisure Support Portal interface. At the top, there is a welcome message "Welcome, David Harris" and a navigation bar with links for "+ NEW TICKET", "ACCOUNT SETTINGS", and "LOG OUT". Below the navigation bar, there is a search bar and a dropdown menu for "Tickets". The main content area displays a table of all tickets, with columns for Ticket Number, Ticket Name, Date Created, Date Modified, Ticket Type, Status, Group Name, and CreatorName. The table lists 20 tickets, all of which are closed. In the bottom right corner, there is an Excel icon for exporting the data.

Ticket Number	Ticket Name	Date Created	Date Modified	Ticket Type	Status	Group Name	CreatorName
1499	Advantage is Sl...	3/31/2015 11:...	3/31/2015 11:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1497	Advantage is sl...	3/31/2015 10:...	3/31/2015 10:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1488	Advantage is Sl...	3/31/2015 8:3...	3/31/2015 8:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1481	Advantage is Sl...	3/30/2015 3:2...	3/30/2015 3:2...	Incident / Fault	Closed	1st Line Support	Jo Gray
1478	Advantage is sl...	3/30/2015 2:4...	3/30/2015 2:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1475	Advantage is sl...	3/30/2015 1:4...	3/30/2015 1:5...	Incident / Fault	Closed	1st Line Support	Jo Gray
1469	Advantage is sl...	3/30/2015 10:...	3/30/2015 10:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1464	Advantage is Sl...	3/30/2015 9:1...	3/30/2015 9:1...	Incident / Fault	Closed	1st Line Support	Jo Gray
1443	Advantage is Sl...	3/27/2015 11:...	3/27/2015 11:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1436	Test	3/27/2015 10:...	3/27/2015 11:...	Procedural Que...	Closed	1st Line Support	Jo Gray
1434	Test	3/27/2015 10:...	3/27/2015 11:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1425	Advantage is Sl...	3/26/2015 3:4...	3/26/2015 3:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1421	Advantage is Sl...	3/26/2015 2:3...	3/26/2015 2:4...	Incident / Fault	Closed	1st Line Support	Jo Gray
1419	Advantage is Sl...	3/26/2015 2:0...	3/26/2015 2:1...	Incident / Fault	Closed	1st Line Support	Jo Gray
1414	Advantage is sl...	3/26/2015 11:...	3/26/2015 11:...	Incident / Fault	Closed	1st Line Support	Natalie Sudworth
1409	Cascade	3/26/2015 10:...	3/26/2015 10:...	Incident / Fault	Closed	1st Line Support	Jo Gray
1408	Advantage is sl...	3/26/2015 10:...	3/26/2015 10:...	Incident / Fault	Closed	1st Line Support	Natalie Sudworth
1399	Advantage is Sl...	3/26/2015 9:1...	3/26/2015 9:2...	Incident / Fault	Closed	1st Line Support	Jo Gray
1396	Advantage is Sl...	3/25/2015 4:0...	3/25/2015 4:1...	Incident / Fault	Closed	1st Line Support	Jo Gray

Support Escalation Procedure

To escalate a ticket during core office hours (Monday to Friday 8am to 5:30pm) please use the route below if requesting an update via the portal has not yielded a suitable response. Out of hours call 0870 80 30 702

1st Point of Escalation	Office:	0870 80 30 702
Bern Jackson - Head of Support	Email:	bern.jackson@xnleisure.com
2nd Point of Escalation	Office:	0870 80 30 700
Tamara Selaman Customer Relationship Manager (South)	Email:	tamara.selaman@xnleisure.com
Joanna Gray Customer Relationship Manager (North)	Email:	joanna.gray@xnleisure.com
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