

Customer Support Handbook



Table of Contents:

Customer Support Handbook	1
Table of Contents:.....	2
Change Details	3
WELCOME TO MSL CUSTOMER SUPPORT	4
How to Contact Support	5
Phone	5
Email	5
MSL Customer Support Portal	5
POS After Hours Support	6
MSL Customer Support Team Handover	6
TICKETING SYSTEM, BUGS & ENHANCEMENTS	7
Ticket Status(es).....	7
SEVERITY LEVEL DEFINITION	8
ESCALATION PROCESSES and CUSTOMER SATISFACTION.....	9
Contacting MSL Customer Service Team Leaders and Manager.....	10
BILLABLE SERVICES.....	10
Training	11
Third Party Vendors	12

Change Details

Version	Date	Person	Comments
V1	10/05/2021	Darren	Initial Draft
V2	07/11/2022	Darren	Updated phone options
V3	09/11/2022	Darren & Thomas	Reviewed complete document, making slight tweaks to ensure everything is current

WELCOME TO MSL CUSTOMER SUPPORT

Department	Products	Support Hours
MSL GOLF	Simple Golf Omnis Golf (PG7) Slice GMS GCS Golf Manager (GM) Pro Planner Golfbox Tournament Software	06:30 – 20:00 AEST, 7 days a week, excluding only Christmas Day
MSL POS	SwiftPOS ¹	08:00 – 17:30 AEST, Monday to Friday, <i>POS after hours service for public holidays</i>
MSL MEMBERSHIP	Omnis Membership & Financials Virtual Manager Marina Focus GCS Membership Manager System (MMS) Member Portal Services Club Events	08:00 – 17:30 AEST, Monday to Friday, excluding Victorian public holidays
MSL BI	MSL Ascend MSL BI Tool	08:00 – 17:30 AEST, Monday to Friday, excluding public holidays

Support for **all other MSL products not listed** fall within our standard business hours. These are: 08:00 – 17:30 (AEST) Monday – Friday.

Particularly, **Ngage & Xcite Media** are email only support between 08:00 – 17:30 AEST, Monday to Friday, excluding Public Holidays.

¹MSL provides an After-Hours service for Severity 1 & 2 calls dedicated for SwiftPOS customers: Outside all normal business hours including all public holidays.

(HELP: see pages 6 & 8 for POS After Hours Support and Severity Level Definition)

NB: MSL Customer Support hours obey Daylight Savings Time during Australian Summer (AEDT).

How to Contact Support

Phone

MSL Customer Support: **1800 443 654** (International callers: +61 2 82792751)

Option (1) – POS Team

Option (2) – Membership Team

Option (3) – GOLF Team

Option (4) – Sales/Account Management Team

Option (5) – Other, including BI

Email

GOLF: golf_support@mslsolutions.com

POS: pos_support@mslsolutions.com

Membership: membership_support@mslsolutions.com

BI: bi_support@mslsolutions.com

Sales / Account Management: sales@mslsolutions.com

POS Self Help

MSL also offers a vast range of self-help knowledge-based articles.

Please see the below link for full customer facing content.

<https://www.pos.com.au/Help-SP/>



MSL Customer Support Portal

MSL also provides access to an Online Support Portal. Our Self-Service portal helps you to submit, monitor and view historical tickets.

To create access start by selecting this link: <https://msl.myportallogin.com.au/>

(HELP: another option is to ask your MSL Customer Support Agent about arranging this next time you call or email).

When initiating a support call/submitting a ticket where possible have the following information to hand:

- Full Name
- Site Name / Location
- Support Ticket # (if applicable)
- Details of the error and examples
- Summary in Subject Line

POS After Hours Support

Customers are requested to phone in Severity 1 or 2 issues

POS After-Hours calls will go through to our MSL Customer Support Platform Voicemail service. Once a voice message is recorded, a ticket is created and will instantly trigger an alert to our After-Hours Customer Support Team.

Please leave the following information on the voice message

- **Name of site & location** (*full name and/or known as*)
- **Your Name** (*and/or next best contact*)
- **Contact Details** (*phone number and/or email*)
- **Summary of emergency issue** (*detailed outline*)

We aim to respond to emergency requests within a fifteen-minute timeframe. If you feel you haven't received a call back in timely manner, please reach out to your Account Manager.

(HELP: see page 9 for *Escalation Processes and Customer Satisfaction*).

NB: Targeted Resolution times may not immediately translate to a permanent resolution. Our priority is to restore the system to a functional state to negate the effect of the incident, which may include a temporary workaround. (HELP: see page 8 for *Severity Level Definitions > Targeted Resolution*).

Common EXAMPLES (and not limited to) of POS After-Hour calls:

- Systems Integrations Offline (e.g. member look up / account charges)
- Hardware / Peripheral / Terminal Connection malfunction
- Communication Errors (terminal not sending orders to Kitchen Video Screen / Kitchen Printer / Items not sending to POS)
- EFTPOS not Integrating (if already confirmed that it isn't a problem with the PinPad or EFTPOS 3rd party provider, always a good idea to reboot the PinPad prior to reaching out)
- Anything POS Hardware or Software related whereby the Customers operations are directly impacted

(HELP: see page 8 for *Severity Level Definitions > Definitions*).

MSL Customer Support Team Handover

Toward the conclusion of an MSL installation or upgrade, we generally conduct a Support Handover meeting with our Customer Success Team and the Customer. The purpose of it is to ensure that our customer is fully satisfied with the entire implementation and our Support Teams are made aware of implementation details to best transition the customer into Support.

It is MSL's endeavour to leave the site with a fully operational system and no open issues. However, if there are any open issues at the time of handover, those issues are listed to the MSL Customer Support Team, along with identifying who owns these outstanding items until resolution.

TICKETING SYSTEM, BUGS & ENHANCEMENTS

We use a ticketing system to assign, track, record and escalate all reported problems and challenges. If you have a ticket number, please have it ready when you contact us by phone or email.

Our Support Teams, on most occasion's, will require us to connect remotely or directly access our customers system usually via Team Viewer. Most connections are already established – however if one is not – we may need your assistance in generating one.

Ticket Status(es)

OPEN: Tickets our MSL Customer Support Team have active and are working on to bring to resolution

ON-HOLD: This status generally means a mutual understanding between MSL Customer Support Team and the Customer whereby the ticket awaits a Third Party Vendor, A Managed Service Provider and/or there is an expected time lapse that will cease the activity on the ticket BUT does not mean closed. The ticket will re-open when the expected activity commences.

CLOSED: Ticket resolution will occur when both the Customer and our Customer Support Agent agree the issue is resolved. There are occasions when the MSL Customer Support Agent will receive no response from the Customer. In this instance, it is the policy of MSL Customer Support Teams to attempt to contact the person who has submitted the ticket and if no response received within that working week the ticket will be closed. The Resolution cited will be "No response."

Any ticket may be reopened via the Customer Portal if the customer is not satisfied with the ticket resolution. If the ticket has been closed for more than 5 business days, our MSL Customer Support Agent will open a new ticket and cite the historical ticket and information. Note: if the customer is raising a new issue – we ask to please create a new ticket, rather than replying to an old ticket thread.

PDR (Product Development Requests): Tickets are reviewed by the Product Manager. A ticket can become a PDR if it is determined that the software is working as designed and the customer wishes to have a change or enhancement for their specific Venue needs. The Product Manager will determine whether this will be added to a future roadmap and will provide feedback to the Support Teams.

PMR (Product Maintenance Requests): tickets are escalated to the R&D Team. This is likely when a potential software related issue has been identified. The Customer Support Agent is responsible for communicating the status to the customer until the issue is resolved.

SALES REQUEST / PROJECT REQUEST: If appropriate, ticketed items may move to other departments, such as Professional Services or Sales Teams. The Customer Support Agent is responsible for communicating the expected pathway and timeline to the customer.

SEVERITY LEVEL DEFINITION

The severity level guidelines will be used by MSL to ensure correct urgency, escalation and shift transition practices are associated with each ticket.

Severity	Description	Definition	Targeted Response Time	Targeted Resolution	Update Frequency
1	CRITICAL CONDITION REQUIRING IMMEDIATE RESOLUTION	Business critical application is substantially unavailable, or issue is seriously impacting normal business operations with no viable workaround. Customer has an error message and cannot process data, severely impacting guest service or financial results.	Within 15 minutes	Within 24 hours or as soon as possible	The agent will update the customer continually, usually many times per day.
2	SERIOUS CONDITION REQUIRING PROMPT ATTENTION	Call requires a quick resolution. A business-critical application is operable but not fully functional. A workaround has been provided, but condition and workaround severely impact guest service or financial results.	Within 30 minutes	Within 48 hours or as soon as possible	Daily
3	SOFTWARE OPERATES WITH PROBLEM CIRCUMVENTED	Problem reported does not prohibit the execution of productive work; can be postponed since functionality is not completely hindered.	Within 24 hours (a)	14 days or less	Every 2-3 Days
4	SOFTWARE OPERATES WITH PROBLEM CIRCUMVENTED	Calls requiring a software fix but those that can be circumvented by using a workaround. There still may be an error in the software, but resolution can be postponed. Low priority user questions.	Within 24 hours (b)	30 days or less	Once per week
5	COSMETIC ISSUES	Calls requiring a change to the look or feel of the software but customer operations are not impacted. Depending upon the change, the resolution can occur upon the next LPU level or next release.	Within 24 hours (b)	90 days or next release	Provided upon request

- (a) Customers are requested to phone for any Severity 1 or 2 issues.
- (b) All new tickets received via email are assigned a Severity 3. If a new ticket is opened via email and does not receive a response within 24 hours, please contact your MSL Account Management (HELP: see page 9 > Escalation Process and Customer Satisfaction)
- (c) The customer may request a severity change via their open support ticket.

ESCALATION PROCESSES and CUSTOMER SATISFACTION

Tickets created in our Support Platform are first triaged to assess the Severity Level and then assigned to a Customer Support Agent. Based on the severity of the ticket and if the Level 1 Agent cannot resolve the issue in a timely manner, the ticket is then escalated to a Level 2 Customer Support Agent.

Level 2 escalates to a Level 3 Technician (our specialist product agent who may also engage members of our R&D / Product Teams if required)

MSL Customers may request to speak with one of our Customer Support Team Leads during support interactions in the event the customer would like their ticket escalated. This can be done via phone or email, although email allows the customer to describe the specific concern.

The prescribed escalation pathway is as follows:

- Stage 1: Customer Support Agent assigned is informed of dissatisfaction and/or escalation request.
- Stage 2: Customer Support Team Leader is informed of escalation request to address promptly.
- Stage 3: Notice of escalation is sent to our Customer Service Manager to follow up internally.

Contacting MSL Customer Service Team Leaders

Our Customer Service Team Leaders are available via email at: mslcustomerleads@mslsolutions.com

BILLABLE SERVICES

If it is determined that a ticket requires billable services, the assigned MSL Customer Support Agent will provide notice to the Customer of the issue and refer the service request to our Professional Services Department for assessment, prioritisation, and assignment for completion. Billable services may result from software malfunction identified as failure caused by other than designed operational functionality of MSL Software including, but not limited to, the following (unless otherwise specified in the Support Agreement):

- Replacement Hardware & Configuration
- Physical changes to hardware resulting in software failure
- Customer network failure
- Customer network configuration
- Third party software
 - Antivirus
 - Interfaced third party software limitation
 - Interfaced third party software failure
 - Interfaced third party software update/upgrade that results in malfunction of interface
 - Interfaced third party software hardware configuration changes that result in software malfunction
 - Certification of third-party software (i.e. unsupported integrations)
- Training
- Emergency System Rebuilds
- System configuration/Setup
 - Installation of new terminals and new terminal peripherals devices
 - Installation of new kitchen printers, interface servers and kiosks
 - Installation of licensed Manager Workstation or Universal Desktop
 - Configuration associated with the addition of new profit centres / locations
 - Profit centre 'go live' assistance
 - Installation or conversion of new interfaces including credit card, PMS, inventory, generic authorisation, TPG

- Install or conversion of networks including IP address scheme changes (including server name change)
- Hardware and cable installations
- Software upgrade services
- System recovery with no current backup
- All master file configuration change requests
- Form/receipt configuration changes
- New interface addition
- Implementing a House Levy
- Major chart of accounts configuration/setup/update
- Deletion of duplicate subscriptions created by user error
- Assistance reconciling accounts older than 6 months
- Modifying or creating a report (e.g. membership card, membership/debtor invoice or statement templates)
- Importing assets into the asset register
- Other requirements
 - If more than 5 PC's need access to SwiftPOS Back Office application, the venue should consider having an RDP/Terminal Services infrastructure for workstations to access the Back-Office application. This makes maintenance of the application easier as well as reducing the amount times re-install work needs to be done when users obtain a new PC in the future.
- Unsupported (non-contractual) modifications
 - Includes customer report/code migration to updated software releases
- Queries and data mining
- Data corruption or data loss caused by Customer
- Creation and support of test/training environments
- Server migrations/exchange to include, but not limited to, upgrades of SQL

Training

The MSL Customer Support Team are here to assist customers with problems they are encountering with MSL Software. MSL Customer Support Team will not train users over the phone. If training is required, the customer's Account Manager will be notified on the customer's behalf. This will follow a designed workflow involving MSL Sales and/or Customer Success departments to review and provide a quote for services.

Third Party Vendors

MSL Customer Support Agents will endeavour work closely with the Customer and third-party vendors with whom MSL interfaces to determine the resolution of an issue.