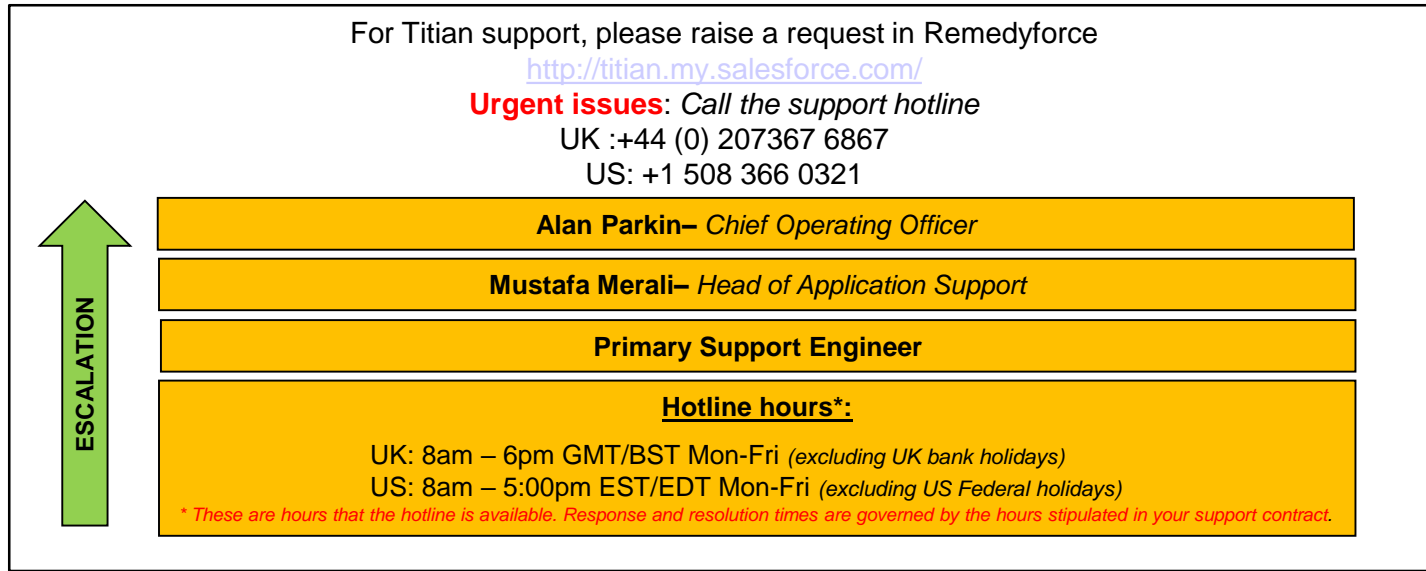


# Titian Support



## Ticket Priority Guide – use this as a guide to selecting your ticket priority in Remedyforce

Priority	Description	Examples
1	Loss or unavailability of service and/or information; system unusable. Business is very severely impacted	<b>Mosaic web pages unavailable.</b> <b>No fulfillment modules usable.</b> <b>No stores (manual or automated) working.</b>
2	Loss of functionality that affects day-to-day operations. Major parts of the system are still usable. Business is significantly impacted.	<b>No orders can be checked/submitted/ released. Automated store reader not processing events (so labware is coming out of the store which Mosaic shows as still being in the store), fulfilment still possible. Unable to perform a certain fulfilment operation (such as weighing, cherry pick, replicate, despatch)</b>
3	Individual client machines affected, but users can work on alternative machines. Business is not significantly impacted.	<b>Problem with a specific order (checking, fulfillment, dispatch).</b> <b>Inconsistency with automated store for specific labware.</b> <b>Fulfillment not possible on a one machine.</b>
4	Normal operation of the system is unaffected. Cosmetic. Business is not impacted.	<b>Text on screen is malformed or hard to read.</b> <b>Titles, column headers, labels, etc. on web pages / user interfaces confusing.</b>
<b>SR</b>	Service Request <i>Note that service requests are usually chargeable</i>	<b>New order or stream parameters.</b> <b>New canned queries, changes to canned queries, advice on writing queries.</b> <b>Changes to fulfillment modules (weighing, liquid handlers, etc.) or stores.</b>

1. Email [service.desk@titian.co.uk](mailto:service.desk@titian.co.uk)
2. Raise a ticket in the Remedyforce console  
<http://titian.my.salesforce.com>
3. Further information and the Remedyforce user guide and training video can be found here  
<http://www.titian.co.uk/services-and-support/>

# Ticket Process

This diagram outlines the process flow that the Remedyforce ticket follows.

*Note that you ARE required to take action when the status is 'ON HOLD (Waiting for Customer)'*

