
QUICK REFERENCE GUIDE

SUBMITTING A PRODUCT FEEDBACK REPORT TO THE PRODUCT SUPPORT TRACKING SYSTEM



Effective Date: August 2006

PRODUCT SUPPORT TRACKING SYSTEM – ITS USE AND PURPOSE

WHAT IS THE PRODUCT SUPPORT TRACKING SYSTEM?

Winchester's Internet-based, Product Support Tracking System, tracks and manages issues or problems reported by Winchester product users. Winchester customers designate 'Named Caller(s)' who are authorized to enter and manage issue or problem reports. The Winchester Technical Support Group (TSG) provides the Named Caller(s) with a User ID and Password, giving the Named Caller(s) access to the Product Support Tracking System.

The Named Caller(s) initiates a Product Feedback Report to inform TSG of any issues or problems that are encountered during use of the products licensed and supported by Winchester.

WHAT ARE THE PREREQUISITES?

To initiate a Product Feedback Report, the Named Caller(s) must have an assigned User ID and Password. The Named Caller must have a clear description of the issue or error, knowledge of its severity, and information about the applicable software version(s) in use at the time.

WHAT ARE THE PRIORITY LEVELS?

The Named Caller(s) selects the appropriate priority level when submitting a Product Feedback Report. The following are the terms and definitions for the various priority levels.

Priority 1 - Urgent, most or all of the users are unable to access or use the software. This priority level only applies to problems encountered on a production system.

Priority 2 - Errors affecting users in their production use but are recoverable or are not hindering the function of the system.

Priority 3 - Requests for information or assistance on product use.

Priority 4 - Errors in the customer's design that may need to be resolved by the Winchester Professional Services Group (PSG).

NOTE: Please refer to the Product Support Tracking System – User's Guide, for further terms and definitions and full procedural information.

WHAT STEPS ARE TAKEN TO ENSURE SECURITY?

Data security and integrity are very important to Winchester. Multiple steps are taken to ensure all customer information remains secure and confidential.

First, only the Named Caller(s) has access to the Product Support Tracking System through their assigned User ID and password.

Secondly, the Named Caller(s) is presented with a dropdown list containing only the products (in the Products field) that they have licensed from Winchester.

Each Named Caller(s) can only view the Product Feedback Reports that he/she has entered into the Product Support Tracking System.

WHAT INFORMATION SHOULD BE ENTERED INTO THE PRODUCT FEEDBACK REPORT?

The following is a brief explanation of the required fields.

Short Description: Brief summary of the issue or problem.

Report Type: Select problem, request for a feature, or an other inquiry.

Product: Select from available options (in the case of Protocol Manager™, select the specific module).

Priority: Select a priority.

Description: Complete description of problem or request.

Attachments: Include related documents, screen shots, and files to your new Product Feedback Report.

SUBMITTING A PRODUCT FEEDBACK REPORT

Using your Internet browser, type in the following URL: www.wbsnet.com/support
The system prompts the Named Caller(s) for the User ID and Password in order to sign in to the Product Support Tracking System. After the system validates the user sign on, the HOME PAGE for the Product Support Tracking System displays.

1. Select the **Raise New Product Feedback Report** button. **New Product Feedback Report** form displays. System assigns unique report number, displays contact name, and customer name.

2. In the **Short Description** field (subject), type a brief description of problem. ('All fields' are required to be filled in before the New Product Feedback Report is submitted.)

3. In the **Report Type** field, select
(1) Problem (default),
(2) Feature,
(3) Other.

4. In the **Product** field, click on the dropdown list and select the appropriate product (e.g., Protocol Manager, adWATCH-AE, paraFILE, etc.).

5. In the **Priority** field, select the priority level (1), (2), (3) or (4).

6. In the **Description** text field, enter a detailed explanation of the issue or problem.

7. To add **Attachments** (screenshots, files, etc.), click on a BROWSE button.

A 'Create Attachment' dialog box displays. Navigate to the file and click CREATE. Up to three files may be attached.

8. Click on the **Submit** button. The system automatically delivers, via email, the NewProduct Feedback Report to the appropriate members of the Technical Support Group (TSG) and the Director of Product Development.

NOTE: The Technical Support Group may contact the Named Caller and request further details, screenshots or files.

The Product Feedback Report captures the name of the person entering the New Product Feedback Report and automatically assigns a unique report number. Refer to this report number in order to follow the progress of the Feedback Report through the support process. A copy of the New Product Feedback Report displays to the screen under the Open Reports section.

It's that easy! Our Product Support Tracking System and our dedicated members of the Technical Support Group are ready to help.

Winchester Business Systems, Inc.

304 Cambridge Road
Woburn, MA 01801
Phone (781) 503-0200
Fax (781) 503-0207

www.wbsnet.com/support
Attn: Technical Support Group