



Bayside Networks

Information Technology Service and Support
<http://baysidenetworks.com>

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858-654-4080

Welcome to Bayside Networks IT Support

This guideline provides quick and easy reference on submitting and tracking requests for technical support with Bayside Networks.

If you have any questions, please feel free to contact us at Email: support@baysidenetworks.com or call our Help Desk: **858-654-4080** (Mon-Fri; 8am-5pm PST) during business hours. Outside normal business hours our automated attendant will answer. Press "0" to be connected to a standby technician. We will be glad to assist you.

Submitting an Urgent or Routine Service Support Request

Information Required:

First & Last Name, Email, Phone (Primary/Alternate), Organization/Client Office, Description of the Issue (Brief/Detailed/Screen shot if possible or appropriate)

Urgent Support:

Call the Help Desk at **858-654-4080** (Mon-Fri; 8am-5pm PST) during business hours. Outside normal business hours our automated attendant will answer. Press "0" to be connected to a standby technician. A ticket will be manually inputted into our service tracking system and a service work order will be generated, a ticket number assigned, and a service work order update sent to your email address. DO NOT submit an email or *Technical Support* form request on an urgent issue.

Routine Support:

Option 1: Submit a service work order request to Email: support@baysidenetworks.com or go to the www.baysidenetworks.com website, click on the Support Center link, fill out the *Technical Support* form, and click submit. Your request will be automatically loaded into our service tracking system. A service work order will be generated, a ticket number assigned, and a service work order update sent to your email address.

The Help Desk Coordinator will then review the work order and coordinate with available consultants or your regularly assigned consultant (if applicable) to assign technical support. The Help Desk Coordinator, the consultant, or both will contact the requestor, either by email or phone, to inform them a consultant has been assigned.

Option 2: Call the Help Desk at **858-654-4080** (Mon-Fri; 8am-5pm PST) during business hours. A ticket will be manually updated into our service tracking system and processed as outlined in Option 1.

If your company has one of our consultants regularly scheduled to do service on site, the routine work orders that are not time sensitive can be queued and handled on the next scheduled service call date. This is the most cost-effective way to handle routine or non-urgent maintenance.

Tracking Service Work Orders

Service work orders updates will be sent out via email. Depending on our client's contact preference, the following parties will receive copies of all service work order tickets: *Requesting Party*, *Branch Office Manager (BOM)*, *Operations Manager (OM)*, or other persons requested by the client.

Any updates to information or status in the tickets will generate copies to allow accurate tracking of service provided and help operation managers to statistically identify where maintenance and upgrade efforts should be directed.

Status categories on service work order tickets:

Pending - Pending assignment to a consultant

Open - Assigned to a consultant

Scheduled - Assigned to a consultant with a client coordinated scheduled work date/time

Client-Action-Needed - Request to client to follow-up on inquiries or actions needed to work the ticket.

Closed-Pending-Review - This can be used as a place holder by a consultant that has completed the service requested and leaves the ticket open within a delegated time span to ensure no further issues arise due to the service performed; commonly seen during infrastructure/software upgrades or in dealing with a recurring issue

Closed - The service requested has been performed and no further action between parties is required

Comment or Questions on Service

Please feel free to report any service concerns or requests to Chris Gruenwald, President and owner of Bayside Networks. He will take care to make sure your issue is resolved to your satisfaction. You can reach Chris via email at chris@baysidenetworks.com or via telephone at **858-654-4080 ext. 300**.