forfront

SUPPORT SYSTEM

What is Forfront Support?

Our support system has been designed to gather comments and documents relating to a specific support case. Add a new support case whenever you want to request a change, have an idea to discuss or encounter a problem. We would encourage you to use the system as much as possible. New support cases can relate to issues large or small.

Both you and Forfront benefit from keeping as much correspondence as possible within the support system. Forfront is able to easily locate and track case progress and you will also find it beneficial to have your requests, changes and documents recorded centrally. Telephone conversations are not recorded or logged on the support system though we will often write a summary and post it if important decision have been agreed. We encourage you to do the same.

Registration

Please complete our short registration form at: http://support.forfront.net/client/register.asp and we will send you your login details.

Submitting a New Case

Click the button "Add New Case" either on the upper right hand side of the screen or from the main menu.

Complete the form as shown using the description box to enter the details of your case and uploading any related documents (up to five). Choose to send to colleagues in your company if you want (they must have registered for their names to appear). If you wish to use the support system for internal communication only, then leave "Send to Forfront" unchecked.

Press 'Send' to submit your support case.

What happens next?

When our support administrator receives a new case, he/she will assign it to a member of staff who will begin communication with you. You will receive email notifications when you need to view the case so you *don't need to keep checking the case unnecessarily*.

If your job requires a Purchase Order (PO) then you will be sent a quote to confirm. Alternatively, you can request a quote by clicking on "Request Quote" within the case detail page.

If your job doesn't require a PO, then go to "Adding Comments".

Requesting or receiving a quote

You may request a quote ("Request Quote" button in the case detail page) or may receive one without a request. This normally takes place when both parties have agreed what work is necessary. Quotes show estimated number of hours and a projected cost along with an estimated date range during which the work will be done.

To query the quote simply post a message as normal using the "Add Comment" button.

To approve the quote, you are asked to "convert quote to a PO". Click on the green "QUOTE" graphic in the case detail page to view details and, if you are happy, click the button to convert it to a PO and enter your name on the subsequent screen. You will then see a red PO graphic.

Work can now commence and communications continue on the system. Feel free to ask questions at any time.

Confirm/Deploy

This will confirm that you are happy for changes to be uploaded to the LIVE environment.

If your company has arranged for a test server to be in place for your project, then by this stage you will already have seen the work implemented in the TEST environment and are happy for changes to be made live.

Adding Comments

At any time you can ask us a question or make a comment by clicking on "Add Comment" from within the case detail page. Clicking this will bring up a window in which you can enter text, upload documents, images or archive files, choose colleagues and/or Forfront staff to CC.

Sign off

You will be asked to sign off when you are satisfied that the changes have been made to your approval.

Completion

Completed cases are those which you have signed off. You can log into the support and view completed cases for historic reference.

Overview of the Forfront Support System

The diagram below is designed to complement the instructions on the previous page.

Legend
- Client actions
- Forfront actions
- Optional additions to process
- Process flow

Communicate with each other and Forfront at any time during the support process. If you're not sure what to do next, tell us!

Client Registration:
http://support.forfront.net/client/register.asp

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FF: Vet user; set up account, send login

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Login

↓

New case. Title, description and supporting files if relevant

When job is chargeable

When job is not chargeable

OPTIONAL: CHARGEABLE

Request quote

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FF: Quote sent to client

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Client receives quote and converts to a purchase order (PO)

FF: Starts work and support continues to be used as normal.

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FF: Completes work

Live → **FF: Deploy to Production Server (LIVE)**

Test ↓

OPTIONAL: TEST ENVIRONMENT

Client confirms wish to deploy to Production Server (LIVE).

← **FF: Deploy to TEST**

FF: Deploy to Production Server (LIVE)

↑

Client checks project in LIVE environment, and signs off.

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FF: Mark support case as 'Complete'