

Bell Canada Business Application Group Support Procedures - SYSPRO

Hours & Contact Information

- **Hours of operation:** Monday – Friday – 7:00 a.m. to 7:00 p.m. CST
- **Email:** BASupport.ICT@bell.ca
- **Phone:** 1-888-248-5677

New Support Issue

Information to provide in email or verbally to call center.

- Business Name.
- Business Location (if more than one office).
- Contact Names (your name and/or an alternative contact).
- Phone Number and extension.
- Email address if available.
- SYSPRO version and port number or if not SYSPRO, software name and version.
- Problem you are having in as much detail as you can share.
If your system is “down” please indicate this very clearly!

Information you will receive:

- The priority that has been assigned to your call. (See Call Priorities below)
- If the call originates via phone, you will get the call ticket number assigned by our call center.
- If the call is initiated via email, you will get the work order number via email reply.

Existing Support Issue

With an existing support issue, you will be working with a primary resource that you can contact directly regarding the issue at hand.

If you call the main Bell Reception and the Bell resource that is looking after your existing support issue is not immediately available, you may use any of the following means to leave a message:

- **Voice Mail:** All Bell personnel have voice mail accounts which are checked regularly when staff are present in the office.
- **Email:** All Bell personnel have Email accounts which are checked regularly, when staff are in the office.

As with new support issues, please recognize that it is not always possible to provide reliable service levels for *individual* resources. All Bell staff are regularly out of the office and may be away for extended periods on-site at other clients, in training, on vacation, etc. As such, even on existing issues, it is best to direct your call through Bell reception if the call is time sensitive.

Call Priorities:

Priority	Criteria
1	Your entire site is down or where a majority of users are affected. ie: main application server is down or network infrastructure is down.
2	Major software functionality is effected which effects a number of users. ie: Sales order entry is down, or remote site communications is down.
3	Single user is down.
4	Software or procedural or Informational question.

Support calls are scheduled based on the following factors:

- **Severity of issue:** how urgent is the problem, and is it stopping your business from operating.
- **Skill required:** who is the best resource to deal with this problem. This could be someone who is most familiar with your account or someone most familiar with that area of your system.

Availability: **SYSPRO support calls will be initially reviewed and answered by a SYSPRO support resource. If the SYSPRO resource is not able to resolve the call, then the call can and will be transferred to an appropriate client services resource. We look first within our local office to keep your problem within your primary service location. However, if need be, we may transfer the call to an appropriate resource at another Bell office and contact you to let you know who will be handling your issue.**