



avoira

Customer Support
Handbook



info@avoira.com | 0333 001 5151 | avoira.com



“At Avoira we combine
our fluent thinking and
technical proficiency to
unite people and enhance
their lives through
technology”

Dr Andrew Roberts, Director

The purpose of this Customer Support Handbook is to provide you with information relating to our Support Desk; it includes relevant contact details along with an explanation of our procedures.

We strive to offer all our customers an excellent level of customer service.



Contents

Methods of Logging a Support Request.....	6
Hours of Business.....	6
Out of Hours Support.....	6
Avoira Contacts.....	7
What Happens when you Log a Support Request?	8
Lost or Stolen Mobiles.....	12
Customer Complaint Procedure.....	13
Quality Assurance.....	14
Partners & Accreditations.....	15

Methods of Logging a Support Request

We have a dedicated Support Team on hand to assist with your enquiry or support requests. Our team will log and actively monitor your requests and liaise with our suppliers and engineering teams to keep your services on track.

We accept the reporting of any issues via email or telephone.

Hours of Business

The telephone number on which to log a service request is: **0333 001 5151**.

Our Support Desk can be contacted during typical office hours.

Monday* - Friday
08:30 - 17:00

* excluding Bank Holidays

Out of Hours Support

Based upon your support contract additional access to our out of hours engineer is available up to a maximum of 24/7/365.

Please note that the Out of Hours service is only available to customers who are signed up on a pre-paid Maintenance Contract for 'Out of Hours' service.

If you do not have out of hours cover, please contact your account manager, or call us on **0333 001 5151** and we will be happy to provide you with a competitive quotation.

Avoira Contacts

Lost/Stolen Hotline (Avoira Billed Mobiles Only)	MobileSupport@avoira.com
Radio Related Support	RadioSupport@avoira.com
AV Support	AVSupport@avoira.com
Enterprise Support Including NEC, Teams Voice and Direct Routing	EnterpriseSupport@avoira.com
Avoira IT (formerly Yellowbus) covering, Managed IT Services, Managed Network Services, Internet Connectivity Services, and Hosted Telephony issues (including NFON and Horizon)	ITSupport@avoira.com
xDroid Voice Analytics Support	CXSupport@avoira.com
Unified Communications Team Connectivity issues, including Fixed or SIP lines, and Broadband issues. Telephony issues, including 8x8, ACO, Avaya IP Office, Yeastar, Panasonic & Beyond Hosted.	UCSupport@avoira.com

Avoira Directors can be contacted via **0161 763 2054** (Executive Assistant)

Dr Andrew Roberts
Managing Director

Stephen Duffy
Head of Technical Services

Chris Byrne
Avoira Sales Director

What Happens when you Log a Support Request?

When the request is logged with our Support Team, they enter this onto our ticket portal, you will then be allocated a Ticket Reference Number. This number should be recorded and used in any future communications regarding the support request.

If your support request is urgent, P1 or P2 please call **0333 001 5151**, please listen carefully to all the available options and your call will be directed to the most appropriate support engineer.

As outlined in your Maintenance Contract, once a request is logged it will be categorised as detailed on the next page and will be dealt with under the following typical response times:



CODE	DESCRIPTION OF SERVICE REQUEST	RESPONSE TIME
Priority 1 (P1)	A complete business down situation or single critical system down with high financial impact. The client is unable to operate.	1 working hours
Priority 2 (P2)	A major component of the clients' ability to operate is affected. Some aspects of the business can continue but it's a major problem.	2 working hours
Priority 3 (P3)	The clients' core business is unaffected, but the issue is affecting efficient operation by one or more people.	8 working hours
Priority 4 (P4)	Technical query or routine adds, moves, and changes to a system.	16 working hours





What to expect next

One of our Systems Engineers will contact you to try to resolve the issue over the telephone and may access your system remotely.

If the request is hardware related and cannot be rectified over the telephone or via remote access, a site visit from our Systems Engineer will be arranged at a mutually convenient time. The response time is monitored by the Service Manager and any exceptions investigated thoroughly.

Should the request need to be logged with a third-party supplier, i.e.; BT or Talk Talk etc, our Support Desk will organise this and closely monitor and provide you with regular updates.

Some of our systems may have remote monitoring enabled and as such our Engineers may be investigating/resolving issues within your system before you are aware a problem exists.

Mobile service requests are classed as either Network or Equipment (handset, SIM cards). All Equipment requests should be reported to our Support Desk for lost or stolen mobiles.

Out of Hours Maintenance Contracted Customers

Should you require assistance outside the Support Desk hours of 08:30 to 17:00, the telephone number on which to log a service request is **0333 001 5151**.

An automated message will prompt you to choose the relevant focus area of your service request. Please listen to all the options before making your selection.



Lost or Stolen Mobiles

Please note that this service is only available to Customers who have their mobile fleet billed by Avoira.

If you have lost or had your mobile device stolen outside the Support Desk hours of 08:30 to 17:00, the telephone number on which to report the incident on is **0333 001 5151**.

An automated message will prompt you to give the full details of your incident.

You can also email:
MobileSupport@avoira.com



Customer Complaint Procedure

From time to time, you may wish to escalate a call beyond the levels indicated in our Customer Support Handbook. Our Quality Management System caters for such issues in the form of a Customer Complaint.

Should an issue become serious enough to warrant escalation to this level, please contact any member of Avaira staff either by telephone or written communication which will be passed on to the most appropriate Senior Manager.

A Customer Complaint ticket will be completed recording all the details and a senior member of the Customer Services Management Team relevant to the problem will be nominated to investigate the issue. You will then be contacted directly via telephone or written communication.

All complaints are reviewed by the Board of Directors monthly to ensure that sufficient steps have been taken to prevent recurrence and to sustain a programme of continual improvement.



Quality Assurance

Avoira has an established and documented Quality Management System. The Management commits to continually improve its effectiveness in accordance with the requirements of ISO9001 to ensure that customer requirements are determined and are met, with the aim of enhancing customer satisfaction.



Partners & Accreditations

We work with the very best in the business and have accreditations and long-standing partnerships with some of the major players in our industry.



Please visit ovaira.com to see our full list of partner accreditations.



Addresses

Avoira Ltd Head Office

Address: Pennine House,
Salford Street,
Bury
BL9 6YA

Phone: 0333 001 5151

Avoira Ltd Bristol Office

Address: 7A4 Victoria Road,
Avonmouth,
Bristol
BS11 9DB

Phone: 0117 982 0578

Avoira Ltd Warrington Office

Address: 4th Floor North,
401 Faraday Street,
Birchwood Park,
Warrington
WA3 6GA

Phone: 01925 838386

Email: info@avoira.com | **Web:** avoira.com

For details of satellite offices please visit avoira.com.

Notes



AV Solutions & Video Conferencing



IT Services & Cyber Security



Customer Experience &
Speech Analytics



Unified Communications,
Contact Centre & Connectivity



Unified Communications Devices



Radio & Critical Communications

We are

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fluent in technology



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