

Creating a Service Ticket



At Exigent Technologies, our commitment to customer service lies at the root of everything we do. Being accessible and responsive is part of our DNA, so we have several ways for you to request support once your company is fully onboarded as a client.



Preferred: Service Portal

The best option for requesting support is through the Service Portal, which is accessible from our website at [exigent.net](https://www.exigent.net). To navigate to the service portal, click the "Client Center" button in the upper right corner of our website's main page. From there, you can click "Submit a Ticket" or log in to the full Service Portal. Once prompted, enter your credentials and click submit.

Once inside the portal, you can:

- See the status of tickets
- Open a ticket and add notes
- See resolution details, print the ticket, and more

If you do not know your portal password or require assistance with this option, create a service ticket via email or call the support line and ask for assistance.

NOTE: Client center submissions outside of business hours are not reviewed until the next business day.



Option 2: "E" System Tray Icon Submission

Our second option for requesting support is a system tray link that quickly creates a ticket. In the bottom menu of your PC screen, use the (v) arrow and choose the Exigent "E" logo, which offers an option to create an "Exigent Help Request Form." Complete the short form and submit your ticket.



Option 3: Email

The third option is to email support@exigent.net to create your service ticket. Once your ticket is received, you will get updates via email but can also follow the ticket in the service portal. Be sure to include your name, company, phone number, and as much information as you can provide about the issue in your email, including screenshots.

NOTE: Email requests submitted outside of business hours are not reviewed until the next business day.



Fastest Option: Telephone

While tracking and visibility are best through the portal, if you need assistance after-hours or urgently, picking up the phone is your best option. Dial **973-770-0500** and choose option 3 for technical support. Your call will be placed in a queue and answered live by a dispatcher. During Extended Hours all calls are answered live and routed to our on-call engineer.

***Service ticket creation during Extended Hours must be done via telephone.**

Business Hours:

Monday – Friday:

8:30 a.m. to 5:30 p.m.

Extended Hours:

Monday – Friday 5:30 p.m. to 8:30 a.m.

Weekends:

5:30 p.m. Friday to 8:30 a.m. Monday

Understanding Service Ticket Response Time

No matter how submitted, all tickets funnel into a queue where they are evaluated by severity and business impact before being assigned a priority. Once the priority is determined, our team will communicate what next steps to expect.

If you feel an issue needs escalation, you can email supervisor@exigent.net for additional information. Remember, you can track all tickets in the portal, regardless of the way you request support.

Severity and Business Impact

Response time is based on Ticket Priority. Ticket Priority is assigned by Exigent according to two factors:

- Severity of the incident
- Business impact of the incident

Note: A ticket's priority may change during the troubleshooting process.

SEVERITY	LOW	One user or a small group of users is affected
	MEDIUM	Departments or a large group of users are affected
	HIGH	Entire company is affected

BUSINESS IMPACT	LOW	More of an irritation than a stoppage
	MEDIUM	Business is degraded, but there is a reasonable workaround
	HIGH	Major business processes are stopped

Determining Ticket Priority

	HIGH SEVERITY	MEDIUM SEVERITY	LOW SEVERITY
HIGH IMPACT	Priority 1 - Emergency	Priority 1B - Very Urgent	Priority 2 - Urgent
MEDIUM IMPACT	Priority 2 - Urgent	Priority 3 - Standard	Priority 3 - Standard
LOW IMPACT	Priority 4 - Normal	Priority 4 - Normal	Priority 4 - Normal

What to Expect

During Business Hours

Ticket Submission > Dispatcher: Acknowledgment within 30 minutes

Priority Level: Emergency

- Remotely responds: Within 30 minutes
- Arrives onsite: Same day

Priority Level: Very Urgent

- Remotely responds: Same day* ASAP
- Arrives onsite: By next business day* before COB

Priority Level: Urgent

- Remotely responds: Same day* before COB
- Arrives onsite: By next business day* before COB

Priority Level: Standard

- Remotely responds: By the next business day* before COB
- Arrives onsite: Within 3 business days* before COB

Priority Level: Normal

- Remotely responds: Within 3 business days* before COB
- Arrives onsite: Within 5 business days* before COB

During Extended Hours

Ticket Submission > Dispatcher: Immediate acknowledgment

Priority Level: Emergency

- Remotely responds: Within 60 minutes
- Arrives onsite: Within 6 hours

All other priority levels

- Remotely responds: Within 60 minutes
- No onsite response available*

*Aside from emergency tickets, onsite determination must be made before 3 p.m. ET, and only on a weekday. Otherwise, an onsite determination is considered to have originated the next business day. For example, an incident requiring an onsite visit is reported at 6 p.m. Thursday night and is deemed "Urgent" but not an "Emergency". This ticket will require onsite service before COB on Monday since onsite determination is considered to have originated on Friday. That same ticket, if submitted at 6 p.m. on a Saturday, would be considered to have been received on Monday and would require an onsite visit by COB on Tuesday.