GoldSeal Support Using the Service Desk Ticketing System



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GoldSeal Support

2. Service Ticketing System

2.1 Compare Avaya Support with GoldSeal

<u>URL</u>

The GoldSeal Service Desk Ticketing system may be accessed by going to the following URL:

https://Help.GoldSeal.Support

Service Desk

The Service Desk may be contacted at 1–877–446–5373. Please have your contract number available when calling.

Supported Browsers

The following browsers are support for Windows, Linux, Mac, Andriod, iOS and Blackberry:

•

- Chrome/Chromium 10+
- Firefox 16+

- Safari 5+
- Internet Explorer / Edge 11+

Blackberry OS 7+

- Opera 12+ / Opera Mobile
- <u>Service Desk</u>
- 1. Enter your username in the box provided. Your username is your email address.
- 2. Enter your password in the box provided.
- 3. Click the Login button:





Retrieving Forgotten Password

If you have forgotten your password, use the Lost Password button on the upper left portion of the login page or you may contact the Service Desk to have it reset.

To retrieve your lost password:

1. Click the Lost Password button.

GoldSeal Service Desk	
Login	
Welcome to GoldSeal Sigma is your main front-end to your GoldSeal subscription services such as support or change management. Advantages of using Sigma include: • Real-time-updated information on the state of every operation and course of action. • Service-related communication damonds available on the Internet, from any part of the word, anytime. • Access to operation history from anywhere, with advanced search and information query tools. • Detailed Service report generation. Los in with your email and password. If you do not have a Sigma account, contact the authorized Sigma user manager in your organization, or with the GoldSeal services department.	Literane Passord Login

2. Enter your email address in the box provided.

GoldSeal Service Desk	
Lost password	
Login	
Welcome to GoldSeal Sigma is your main frent-end to your GoldSeal subscription services such as support or change management. Advantages of using Sigma include: • Real-lime updated information on the state of every operation and course of action. • Service-related communication charmeds available on the Internet, from any part of the world, amytime. • Detailed envice report generation. • Detailed envice report generation. • Log in with your email and password. If you do not have a sigma account, contact the authorized Sigma user manager in your organization, or with the GoldSeal services department.	Username Password Login
Lost password	
Please enter vour email address: Email Submit	
	Powered by 🕥 Siama

- 3. Click Submit.
- 4. A temporary password will be emailed to you.



2.2 The Home Screen

After logging in, you will be presented with the home screen. On this screen you will be shown a list of all of the tickets opened for your contracts.

Important: You will only be able to see tickets for contracts for which you have permission to view. If you do not see a ticket, contact the Service Desk to be added to the contract.



At any time, you may click the Home button on the top menu to return to the home screen.

2.3 Changing My Information and Password

You may change your information or password by clicking on your name in the top menu bar.

me Advanced search Help Logout	Westcon Group / David Bloom / USD	USA/Canada (Eastern) v 15:18
Menu 🦪	News	
apport	View more news	
n-site	Support	
hange mgmt	No results	
	and lasert	
y contracts		
	On site	
ecial reports	No results	
memoryments	- Insert	
wnloads		
	Change in a subsection of	
	No results	
€ © ©	and the set	
	V 10 mm v	
	Professional services No results	
	T insert	
	2 mm 💟	



Edit your information then click Submt Button.

GoldSeal Serv	rice Desk		<u> </u>
Home Advanced search	Help Logout	Westcon Group / David Bloom / USD v USA/Canada (P	astern) 🥃 11:46
Henu 🤞		Profile	
Support	Personal		
On-site	Full name	Devid Bloom	
Change mgmt	Position	Serivice Manager	
Prof services	Email	david.bloom@comstor.com	
Max contracts	Phone		
My contracts	Fax		
riy company	Cellular		
Reports			
Special reports	Notes		
Announcements			
Downloads	Onlines		
	Destanced Issues	Tendish In	
6	Defect time a		
	Envoysite area (for new	Cohad	-
	Security		
		Current password	
		New password	
		Repeat new password	
	New question in case y	a forget your password	
	Answer (to b	entered exactly as is)	
		Submit	
		Powered by	Sigma

2.4 Viewing My Contracts

You may view your contract details including coverage hours, covered items and usage.

Important: You will only be able to see contracts for which you have permission to view. If you do not see a contract, contact the Service Desk to be added to the contract.

If you have multiple contracts, you will be presented with a list from which to select the contract; otherwise, you will be taken directly to the contract.

1. On the menu on the left side of the screen, click My Contracts.

2. Select the contract to view from the list.





The contract is divided into three sections: Contract Header, Contract Period, and Contract Items.

Contract Header

The Contract Header contains general information about the contract.

Numi	ber Name	Contract type	Sign up	date	Start date	Expirati	on date
Contract							Change log
Number	Name	NA Westcon Internal Support					ckets
	Contract type	GoldSeal Unlimited					Support
		Active of	ontract				On-site 🚔
Fedures			ind upon main contact				Changes 🔏
Partner	Westcon Group	E.	Partner main contact				
Sales team	NA Services	(GoldSeal salesperson				
fold by office	Chinase .		Tech terms Month Ameri	an Compart Connect			
Valid within	NA		Technical supervisor Michael Bro	fbeck			
Preferred language	English						
Sign up date	2015-06-03		Cancellation date –				
Description				Files			
Support provided t	o Westcon offices and personnel. Use this	s contract when supporting any internal	l request regardless of manuf	acturer.			

Number: Your contract number.

End User: Your company.

Partner: The company that sold the contract. You may have contracts from multiple partners.

Valid Within: The geographic region where support is offered.

Tech Team: The GoldSeal Service Desk team responsible for supporting you.

Technical Supervisor: Your first point of escalation regarding this contract.

<u>Sign Up Date</u>: The date the contract was created. This is not the contract period.

Description: Notes about the contract

Files: Files related to the contract. These will be general files not files associated to a ticket.

Contract Period

The Contract Period shows the support dates for the current contract period. You may use the VCR buttons to view expired or future contract periods.

Start date 2015-06-03 Expiration date 2016-06-03			
Price USD			
Contract limits			
	Per period	Per month	
Support tickets	139 / ∞	3 / ∞	
Support time	131h 32m / ∞	1h 40m / ∞	
On-site time	0 / 00	0 / 00	
CM tickets	0 / 00	0 / 00	
P1 CM tickets	0 / 00	0 / 00	
CM time	0 / 00	0 / 00	
Customer time accounting			
	Minimum amount of minutes	Size for any block of time beyond the minimum	
Support	1m	in in the second s	
On-site	1m	1m	
Change management	lm	Im	
		Monthly usage	



Start Date: The first date that you will be able to receive support under the contract.

Expiration Date: The last date you will be able to receive support under the contract.

Contract Limits: Shows the number of tickets or time for each type of support and the limits (if any) under the contract. For example, $139/\infty$ means that there have been 139 tickets created and that you are entitled to an unlimited number of tickets.

Note: Per period means the number during the current contract period. Per month means the number during the current month. Some contracts will have limits for the term of the contracts and some will have limits that reset at the beginning of each natural month.

Note: Customer Time Accounting defines how time will be deducted from block of time contracts. Contact the Service Desk for details about how time is used.

Contract Items

Contract items are the individual items that will be supported under the contract. You may have one or many items on the contract.



Active: The item will be supported during the contract period. Some items may be supported in past or future periods but not the current period.

Vendor: The manufacturer of the item.

Prod SKU: The manufacturer's part number for the item.

Name: The description of the item.

Software: The current software installed in the item. (if applicable)

Serial #: The serial number of the item, There may be an old serial **#** listed of the item had been replaced.

MAC: The MAC address of the item. (if applicable)

Vendor Contract: The manufacturer's support contract information. (if applicable)

SLA: The support hours and type of support for the item. The available support options will be highlighted in gold.

Tickets Icon: Click this icon to view tickets opened for this item.

Notes Icon: 🗾 Hover over this icon to see notes about the item.



2.5 Adding a Support Ticket

There are multiple ways of adding a new support ticket:

· Click the Insert button on the Home screen.

GoldSeal Sen	ire Desk
Home Advanced search	Hestp Logout Westcon Group / David Bloom, USO 🔍 USA/Canada (Eastern) 🔍 15:11
Menu 📢	News
Support	View more news
On-site	Support
Change mgmt	No results
Prof services	
My contracts	T ADDR
My company	
Reports	On-site
Special reports	No results
Announcements	- Insert
Downloads	
	Change manyarement
10	Comparison Control of
÷ C O	
	T JINER
	Professional services
	No results
	🔶 Issert
	[J] 2 mm . □
	Powered by 🕥 Sigma,

• Click the Support button on the menu, then click the Insert button.

GoldSeal Ser	vice Desk							
Home Advanced sear	Help Logout				West	con Group / David E	Bloom USD VISA/Ca	mada (Estem) 😈 11:4
Henu 🧉	the second s		Support					
Support	€ I ◆ ▶ 1 139/139							🗹 5 min 🔍 📲
On-site	Number *		Open date			Clos	sure date	
Change mgmt	Ticket data							L ×
Prof services	Subject Non-bias anting for biasis (unclosed) and the thinks, on	and marities						
My contracts	Numbers	Contract			State		_	New action C
My company	Sigma SUPTOTT	CON STATE NA Weste	on Internal Support		Solved			Report
	Customer	End user			Priority P3 Normal			File list
Reports		Partner Westcon Group			category operation			
Special reports	Contacts							
Announcements	Main contact							
Downloads	CC customer							
	Item		Dates					
16 Q	*Anonymous Generic		Open 2016-05-11 11:12:41				24.7	
200	Vendor Generic		Resolution 2016-05-11 11:17:14			+ 5m	Canal Contract of	
666			Closure				SLA	
	Language Service Assigned to Nichael Simantirakis			Fault type Fault type raised				
	Billable × Escalated to			Fault type closed				

Click the Support button on a contract.





To add a new support ticket:

1. Use one of the methods described above to insert a new ticket.

2. Select a vendor from the list provided. Your list may be different. The system will only present vendors identified on your contracts.

	New support ticket Choose a vendor		
Avaya	Generic	Polycom	
	O Cancel		

3. Select a covered item from the list presented by clicking on the Device Name. If you don't find your item in the list, please call the Service Desk for assistance.

	Cho	oose item	
Device name	Serial number	MAC address	Vendor contract code
*Anonymous Avaya			
David Bloom's Phone			

4. Confirm that the correct item and contract was selected then click OK.

			Confirm	selection		
Contract						
Number 9577		Name	NA Westcon In	iternal Support		
		contract type	GoldSear Unin	nited		
			Active	contract		
End user				End user main contact		
Partner	Westcon Group			Partner main contact		
Sales team	NA Services			GoldSeal salesperson		
Sold by office	Chicago			Tech team	North America Support General	
Valid within	NA			Technical supervisor	Michael Brodbeck	
Preferred language	English					
Sign up date	2015-06-03			Cancellation date	-	
orgin up outo				concentration date		
escription						
upport provided to upporting any inte	Westcon offic rnal request r	ces and person regardless of	nel. Use thi manufacturer.	s contract when	Files	
upport provided to upporting any inter David Bloom's	Westcon offic rnal request r Phone Active	ces and person regardless of r	nel. Use thi manufacturer.	s contract when	Files SLA	
upport provided to upporting any inter David Bloom's	Westcon offic rnal request r Phone Active	ces and person regardless of r	nel. Use thi manufacturer.	is contract when	SLA NA Std 24×7	
David Bloom's	Westcon offic rnal request r Phone Active	ces and person regardless of ∩ ✓ Serial #	05::::::::::::::::::::::::::::::::::::	70 Vendor contract	SLA NA Std 24×7 Sup Chg	
David Bloom's Vendor Avaya Prod SKU 700506	Westcon offic rnal request r Phone Active 209	v serial #	05::Ticcor 00:07.7	ro Vendor contract Td:db Contract code	SLA NA Std 24×7 Sup Chg Chg Ons Mon	
David Bloom's Vendor Avaya Prod SKU 700506 Name Avaya I Software Ha96xxx	Westcon offic rnal request i Phone Active 209 IP Phone 9650D us3_2_2A.bin	ves and person regardless of √ Serial # MAC	05:5105027 00:07.71:52	vo Vendor contract vo Contract code	SLA NA Std 24×7 Sup Chg Ons Mon RMA CSI	
David Bloom's David Bloom's Vender Avaya Prod SKU 700506 Name Avaya I Software Ha96xx	Westcon offi rnal request r Phone Active 209 IP Phone 9650D ua3_2_2A.bin	v v Serial # MAC	nel. Use thi manufacturer. 06::::::::::::::::::::::::::::::::::::	vo Vendor contract vd:db	SLA NA Std 24×7 Sup Chg 33 Ons Mon RMA CSI	
David Bloom's Vender Avaya Prod SKU 200506 Name Avaya 1 Software Hag6xx	Westcon offi rnal request of Phone Active 209 IP Phone 9650D us3_2_2A.bin	ces and person regardless of r ✓ Serial # MAC	nel. Use thi manufacturer. 06:::::::::: 00:07.7':::?	vo vo vo vo vo vo vo vo vo vo vo vo vo v	SLA NA Std 24×7 Sup Chg Ons Mon RMA CSI	
David Bloom's David Bloom's Vender Avaya Prod SKU 700506 Name Avaya I Software Ha96xx	Westcon offi rnal request of Phone Active 209 IP Phone 9650D ua3_2_2A.bin	es and person regardless of i Serial # MAC	nel. Use thi manufacturer. 06::::::::::::::::::::::::::::::::::::	s contract when	SLA NA Std 24×7 Sup Chg Ons Mon RMA CSI	
David Bloom's David Bloom's Vendor Avaya Prod SkU 700506 Name Avaya I Software Ha95xx	Westcon offi rnal request of Phone Active 209 IP Phone 9650D us3_2_2A.bin	es and person regardless of i ✓ Serial # MAC	nel. Use thi manufacturer. 06::::::::::::::::::::::::::::::::::::	vo Vendor contract rad:db Contract code ule 24x7	SLA NA Std 24×7 Sup Chg Ona Mon RMA CSI	
David Bloom's David Bloom's Vendor Avaya Prod SKU 700506 Name Avaya Software Ha96xx	Westcon offi rnal request r Phone Active 209 (P Phone 9650D us3_2_2A.bin	v Serial # MAC	nel. Use thi manufacturer. 06::::::::: 00:07.::::::: Sched Respo	vo Vendor contract vo Vendor contract vo Contract code	SLA NA Std 24×7 Sup Chg Ons Mon RMA CSI	
Vender Avaya Prod SKU 700506 Name Avaya Software Hassess	Westcon offi rnal request n Phone Active 209 IP Phone 9650D ua3_2_2A.bin	Serial # MAC	nel. Use thi manufacturer. 06::::::::::::::::::::::::::::::::::::	vendor contract vendor contract vendor contract Contract code vule 24x7 nse time real hours	SLA NA Std 24x7 Sup Chg Ons Mon RMA CSI	
David Bloom's David Bloom's Vendor Avaya Prod skU 700506 Name Avaya Software Ha96xx	Westcon offi rnal request i Phone Active 209 PPhone 9650D us3_2_2A.bin	v Serial # MAC	nel. Use thi manufacturer. 00:07.7' 57 00:07.7' 57 Sched Respo P3 4 P3 4	vo Vendor contract 70 Vendor contract 71 Contract code 11 Vendor contract 72 Contract code 12 Vendor contract 73 Contract code	SLA NA Std 24×7 Sup Chg Ona Mon RMA CSI	2
David Bloom's David Bloom's Vendor Avaya Prod skU 700506 Name Avaya I Software Ha96xx	Westcon offii rnal request : Phone Active 209 (P Phone 9650D us3_2_2A.bin	es and person regardless of Serial # MAC	nel. Use thi manufacturer. 06:17:17127 00:07.7'-27 00:07.7'-27 Pi1 Pi2 2 Pi3 4 Pi4 8 1	s contract when vo the second secon	Files	2

5. The Insert Support Ticket window will appear. Complete as much information as possible then click OK to save.

GoldSeal Support



Item: This is the item you previously selected. If you need to change it, click the purple crayon **U** by the item.

Customer Ref: If you have a ticket number from your ticketing system, enter it here. We are able to cross reference to your ticket number.

GoldSeal

Priority: Select the priority using the descriptions provided. For P1 critical issues, please call the Service Desk after creating the ticket.

Subject: Enter a short description of the issue: for example, "Telephone Not Working."

<u>Category</u>: Select the category for the issue. Use the following descriptions to determine the correct category:

- Installation Moves/Adds/Changes
- License License issues /Changes/Additions
- Integration Trying to get products of different types working together
- Operation The majority of the calls not operating correctly
- Update Patches and Updates
- Migration Upgrades / Moving to another System
- Features Implementing features and training
- RMA RMAs
- Bug A true bug in hardware or software
- Alert Do not use, this if for automated monitoring
- Verified Alert Do not use

Fault Type Raised: If the system has provided a fault or error code, enter it here.

<u>CC Customer</u>: Click the green insert button (cross) to add additional people from your company to be included in communications.



Symptoms: In your own words, explain the problem you are experiencing. Please provide as much detail as possible.

Context: Context is defined as the circumstances that form the setting for an event, statement, or idea, and in terms of which it can be fully understood and assessed. Context is not a description of the problem, it is other relevant information.

Files: Attached any files that would assist in troubleshooting the issue. These are typically traces or screen shots.

The new ticket will now appear on your Home screen and GoldSeal engineers will begin working to resolve the issue.

GoldSeal Serv	vice Desk						, Q
Home Advanced search	Help Logout			Westco	n Group / David Bloom	USD 🗸 USA/Canada (Easte	rm) 🗸 15:02
Henu 🐗		News					
Support		View more news					
On-site		Support					
Change mgmt	6 1 item (30 🕡 🖡					+	J 10 min 😺
Prot services	1 Pri # Description	EU/Partner	Open	Last act	State	Assigned to	
My contracts	3 50542 Test: Phone is not working		Right now	Right now	Wait		12
My company		On-site					
Reports		No results					
Special reports		- Insert					
Announcements		V 10 min V					
Downloads		Change management					
🙀 😧		No results					
200		- Insert					
		10 min 💭					
		Professional services					
		No results					
		- Insert					
		2 min 😺					
						Powered by	Sigma

2.6 Viewing and Updating a Support Ticket

Click on one of the tickets on your Home screen to view the activity performed by GoldSeal engineers. You may also add additional information to a ticket.





The ticket will open.

Show all Number	Open date	Closure date	Smin 🐷 🖬
Number	Open data	Closure date	
TR.Ret Uata			17
Subject Test: Phone is not working			
Numbers Contract		State	New action
Sigma CON NA Westcon Internal Support		Waiting	Report 🦉
Customer End user	End user Priority P3 Normal		
Partner Westcon Group		Category Operation	The list
Contacts			
Main contact David Bloom			
CC customer			
Tana Data			
David Bloom's Phone Open 2016-05	12 15:01:01		
Vendor Avava Service	10.00.00	24x7 4h	
Serial # Resolution			
HAC Closure		SLA	
a. Service Fr	ult type		
Language 🖬 Assigned to F	ault type raised		
Billable × Escalated to F	ault type closed		
Symptoms The phone is on but will not make calls.			
Context			
The network switch was just replaced.			
Diagnostis			
Secolution			
	Actions		
€ 1 item (25 💭			4
Time Type	Originator	New s	tate
2016-05-12 15:01:01 Opening	David Bloom - Other User Role Wes	ricon Wait	ing
Ticket opened			
	- New action		
			8
		Powere	🗤 💟 Sigma

In the middle section of the ticket, you will find the Assigned To engineer, the date/time he began working on the issue, the diagnosis and resolution.

In the bottom section, under Actions you will find the log of the actions the engineer has performed to resolve the issue. You may add additional information by clicking New Action.

1. Click New Action.

2. Select a Type from the list provided. Generally, you will only be able to select a Customer Interaction.

Insert action					
Support ticket Type					
Second Cancel					

3. Enter your notes and attach files then click OK.

	Insert action
Support ticke	et
Туре	Customer interaction 🗸
New state	Waiting 🗸
Description	I have discovered the following additional information
Files	Browse No files selected.
	V OK Ø Cancel



4. The new information will be added to the actions on the ticket.



Using the online ticketing system is a fast and accurate method to open new tickets; however, you may always call the Service Desk directly at 1–877–466–5373.

2.7 Viewing My Downloads

The Downloads section allows GoldSeal engineers to provide files for you to download. Files may apply to multiple customers, such as everyone using a specific manufacturers system, or just to your company.

- 1. On the menu on the left side of the screen, click Downloads.
- 2. Downloads are separated into Categories. Scroll down until you find the category.
- 3. Click on the file name to download the file to your computer.

Gold Seal Service Desk							
Home Advanced search	Help Logout					Westcon Group /	David Bloom USD 🗸 USA/Canada (Eastern) 🗸 15:59
Menu 📢			Cate	gories			
Support	🔍 1 item 👃	/					
On-site Change momt	Name A	2016-05-11	Company	Ven	dor		Valid in area
Prof services	rescribe	15:51:33		10		TO:	
My contracts	ft. 1 item						
My company	, Part A	Size Modification	Company	Vendor		Valid in area	Description
Reports	Test File.txt	0 B 2016-05-11 15:51:33	1	0	NA		
Special reports)
Announcements							
Downloads							
. 0							
200							
							Powered by 🕥 Sigma

2.8 Creating Reports

The Reports system allows you to generate reports about your contracts and tickets. You may view the reports online or export them to a variety of formats.

Note: For detailed information about the reports and how to use them, contact the Service Desk.

1. On the menu on the left side of the screen, click Reports.





2. The Reports menu will be presented.

Gold Seal Service Desk							
Jone Advanced search [Help Legout] Westcom Group / David Bloom [USD V USA/Clanada (Eastern) V 19-29							
Menu 🐗		Reports					
Support On-site		Subscription Se	rvices				
Change mgmt Prof services	o General	Contracts					
Hy contracts Hy company Reports Special reports Announcements Downloads	Tickets O Canoral O Canoral O Canoral O Vible Actions O Status O Canoral O Status O Canoral O Tickets O by vendor O by contract	One site Operations General Statistical Statistical By vendor By contract Output Description Output Desc	Change management				
4 O		Other servic	es				
C Ceneral							
Powerd by 🔊 Sigma							

3. Click on the name of the Report you would like to view.

4. Enter filter criterial to limit the information returned. Leave all fields at the default values to select all available information.

Note: The available filter criteria is different for each report.

GoldSeal Service Desk	Westcon Groep / David Illoom USO v USA(Canada (Battern) v 15537
Report :: Su	pport :: Tickets :: General
Selection	
Open date	tom (inclusive) to (inclusive)
Resolution	rom (indusive) to (indusive)
Contract	
Contract type	
Vendor	
Priority	
Tickets	Al V
Actions period to consider	rom (indusive) to (indusive)
You must	specify a search criteria

- 5. Click the magnifying glass to run the report.
- 6. Click the paper icon to download the report.

GoldSeal s	ervice Desk			, Bolton Dress / Deck Breen, 1986. BhCarab Kateri, 15.0
Sector Se			Report :: Support :: Tickets :: General	
Selection		Ac	Open date from (indusive) to (indusive) Resolution from (indusive) to (indusive) Tickets All Indusive) tions period to consider from (indusive)	
🔄 139 items 🔹 🖌	•			
Radi Associe Augen	College Statistics	-		
	Statement and a statement of the stateme	Manue Dings Annue (Sar		
		States in the last	name Taking Contrary Strate For Saling Program (M	a closed describerty and a state of the
		Manual Proof States 198	NEW A DE ANNU A TH RANGE IN	
and the second se				
	Statement and an other statements	Manage Street Street Street	alles Carros States States	
10000	and the second second	Manual Property lines	same and the balance made to be being added	
	and the second second	Manual Proof Persons 1944	the protect would be the test	1 Casel Name Sciences and Distances
	and an or other sectors where	Manton Dropp Materia Can	cattor for our dat the first trade at the	1 Data Windows Different Control of the Control of
		manual data data data		
-				



2.9 Viewing Announcements

Announcements provide a method for the GoldSeal Service Desk to communicate important information about your service. Some announcements will pop up in a new window after you log in. You may view all announcements in the announcements section of the site.

1. On the menu on the left side of the screen, click Announcements.



Definitions

Terms	Definition
End User	The company entitled to support under a contract
Partner	The company that sold the support contract
Service Desk	The GoldSeal organization that provides support for contracts
Contract Period	The dates during which support may be obtained for a contract
Contract Items	Items/devices that may be supported
Technical Supervisor	The first point of escalation for support issues
Tech Team	The GoldSeal engineering team responsible for providing support for a contract
Home Screen	Also called Landing Page or Dashboard. The first page presented after logging into the system.

3. Associated Documents

GoldSeal Service Definitions

4. Document Approval

This document has been approved by the Sr. Director, Services

5. Document Distribution

This document is distributed to <u>www.goldseal.support</u>

6. Document Revision History

Number	Effective Date	Revision History	Author
1.0	5/11/16	Initial Draft	David Bloom