

Optimisation of the TimeTool support process

Dear TimeTool users

For a long time now, you have been able to access our support portal by going to www.timetool.ch/support-en. We would like to take this opportunity to thank you for your active use of our helpdesk services as well as for your consistent use of the central URL.

Information: for the sake of traceability in respect of data protection and compliance with information security guidelines too, our employees are no longer allowed to process your requests without a support request.

In order for us to be able to offer you even more effective and above all more targeted support in the future, we would like to fully optimise the whole process from your request to ticket closure.

To this end, we would like to ask you to ensure that the information you provide in future with your request is as meaningful and precise as possible. If you observe the following points (checklist) when creating a support request, it will enable us to provide you with optimum support:

1. Brief description (title) of the request

Please use a title that is concise and easy to understand (e.g. question about ACTUAL time for employee xy on 13.1.2022)

2. Description of the problem

In a few sentences, explain the fault that has occurred as concisely as possible.

3. Which person/which project?

Please be sure to provide us with the name, personnel number and login of the person concerned as well as the project concerned in the context of project time recording or in the case of planning, the planning day.

4. When?

Please let us know the date on which the fault affecting a person or project occurred (in time-related cases).

5. Which view?

Please tell us which view(s) (i.e. screen(s)) is/are affected or in which part of the program the fault is visible.

6. Have you created screenshots?

Pictures speak louder than words... Whenever possible, provide us with screenshots that you have created relating to the fault that has occurred.

Providing this information during the process of creating a ticket will enable us to analyse your request quicker and optimise the overall time it takes the Support department to process the ticket. This will lead to lower costs for you and enable us to optimise the use of resources.

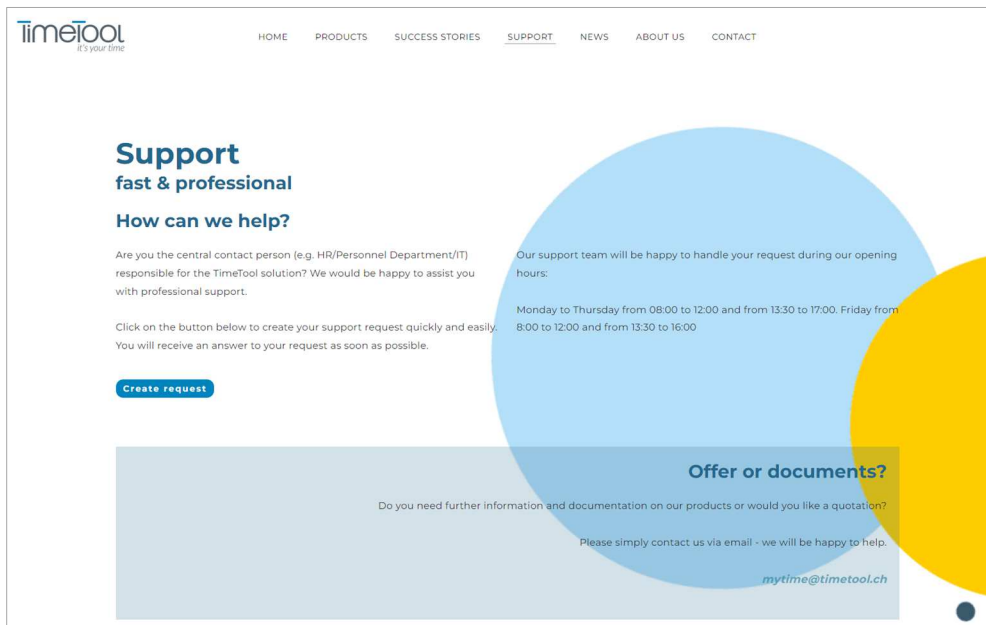
We look forward to receiving your next support request along with as much information as possible and thank you for taking note of this information.

Your TimeTool Team

Instructions on how to create a support request

Please follow the procedure below when creating a support request:

1. Go to our website www.timetool.ch and select the «SUPPORT» tab from the menu or navigate directly to the URL www.timetool.ch/support-en.



2. Click on the «Create request» button



3. Enter the name of your company and if possible include your customer number. You will find your customer number on all contract documents and invoices from TimeTool AG.

Then check the box next to «I am not a robot».

- On the next screen that appears, start by entering a concise and meaningful title which briefly describes your request.

Please provide us with as much information as possible relating to your request in the «Details» section. Make sure to follow the checklist provided in this document which includes the following points:

- Detailed description of the problem
- Which person/which project?
- When?
- Which view?
- Created screenshots?

TimeTool
it's your time

NEW REQUEST
Send us your support request in just a few steps

1 Company data
Which company is concerned?

2 Request details
What can we help you with?

3 Contact info
Who are we talking to?

Subject* Lunch break deduction is not calculated for employee Max Muster ?

Details

For our employee Max Muster (personnel number 1000768), no lunch break deduction is calculated since 1 February 2022. A concrete example can be found on Wednesday, 2 February 2022 and on Friday, 4 February 2022. Although the working time of 7 hours is exceeded and the stamped break is less than 30 minutes, the system does not intervene.

Attached you will find 2 screenshots of the corresponding examples.

body p

Attachments ?

Pull files here to upload...

Back Next

Upload screenshots created or other important documents in the «Attachments» section and then press the «Continue» button.

5. Finish by entering your personal contact details in the fields provided. If necessary, please let us know when is the best time to contact you under «Reachability». Then confirm by clicking on the «Send» button.

TimeTool
it's your time

NEW REQUEST
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1 Company data
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What can we help you with?

3 Contact info
Who are we talking to?

Salutation* Mrs Mr

First name*

Last name*

Phone*

E-mail*

Availability

Your IP address will be sent together with your request for security purposes.

Back Submit

As soon as we have successfully received your request, you will receive an automatically generated confirmation by e-mail.