



New Fronter Support Portal

Coming 1st of March 2010

New Support Portal and Support Site

From the 1st March 2010 you will start to see a difference in the way we log, monitor and inform you about the issues you log with us. We are replacing our old issue logging system with a new system designed to help you. We are also launching a new support site **www.frontersupport.com**

Why are we doing this?

- You told us that you wanted to be able to log issues with our service desks from within Fronter.
- You told us you wanted to have more information about the issues you have logged with us.
- You wanted an easy way to see how we are performing against our SLA (Service Level Agreement).

What changes will you notice?

From the 1st March our Global Service Desk will be logging all new issues within our new system. You will be able to access all of the issues assigned to you from a new Support tab in the Admin section in Fronter.

You will also be able to log issues with us online or close issues where a resolution has been found.

How can I found out more information?

We are producing help guides and a video tutorial for you, and these will be available from our support site **www.frontersupport.com**.

We hope that our new system will help improve the service and information we provide to you.



New Support Portal and Support Site

Home Register service call FAQ

Incident #200467 : Not able to post Add Journal Add File Close Call Log out

Owner: Admin	Received: 11.02.2010 14:34	Status: Active
Installation: ealing_copy	Installation Group:	School: Allenby Primary School
Category: Application error	SubCategory: Blog client	Browser: Firefox 3.5.7
Operating System: WinNT		

Description:

How can I post?

Type	Received	Description	User
No additional items.			

Page 1 of 1 No items to display

fronter International supportsite Thursday, 11 February 2010

Hosting messages

All servers up and running. Have a nice day. Kind regards, the Fronter team
Tuesday, 12 January 2010 13:09

Home Register service call FAQ Log out

Welcome Daniel Tan

Messages

Expires	Subject
28.02.2010	Welcome to our new Support System

Service Calls

ID	Subject	Status	Registered	Updated	School	Installation	Target
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Home Register service call FAQ

New request for School:Allenby Primary School & Service: Fronter Log out

Select School & Service

School: Allenby Primary School Service: Fronter

Type of Request: Service Request Urgency: Low

Select Service

Category: Information request Subcategory:

Subject: News on website

Description: Please advise on how to publish news from our class room to our school's website.

Preferred Response language: English

This site requires Javascript, and features that use pop-up windows.

To enjoy the full experience of our website, please add **www.frontersupport.com** to your Trusted Sites in your Web Browser. Also please either disable your pop-up blocker, or allow pop-ups from this site when prompted.*

*For more information, please visit our current support site www.frontersupport.co.uk