

Submitting a Support Ticket

By Phone: 844-448-7767 x2

By Email: Support@SawyerSolutionsLLC.com

Overview

Having an issue? We try to make it as easy as possible to get the help you need! Below you will find some helpful tips to help us help you as efficiently as possible.

Tell us who you are

We work with a lot of companies and even though we may talk often it is always a good idea to start out with your name and the company you work for.

State the issue

When calling or emailing support it is important to state the actual issue you are having. It is significantly easier for us to triage and respond appropriately to your issue if we know what the issue is.

Be specific

Be specific as possible when describing the issue. Does the problem effect all computers or just yours? Are you unable to print to any printer or just a specific one?

State the impact

Let us know who, what, and what functions are impacted by the issue. Is the issue keeping business critical systems from working? Is someone in a key role not able to perform their duties? Are timelines at stake?

Let us know how to reach you

Make sure to include the best way to reach out to you. We may only have your office phone on file, so if your cell phone is more appropriate due to where you are we need to know this.

Examples of good support calls/emails

Example 1:

This is [name] from [company name]. My computer [computer number or name] isn't able to print to the copier up front. [Coworker] and [Different Coworker] have been printing to it this morning so I think it is just my computer. I have another printer I can print to in the meantime but that one is significantly more convenient. You can call me on my desk phone [Phone Number]

Example 2:

This is [name] from [company name]. I am unable to launch [Program Name] on [Computer Name/Number]. I need this to do the end of the month billing which needs to be closed out today. I am working from home today please call me on my cell [Phone Number]