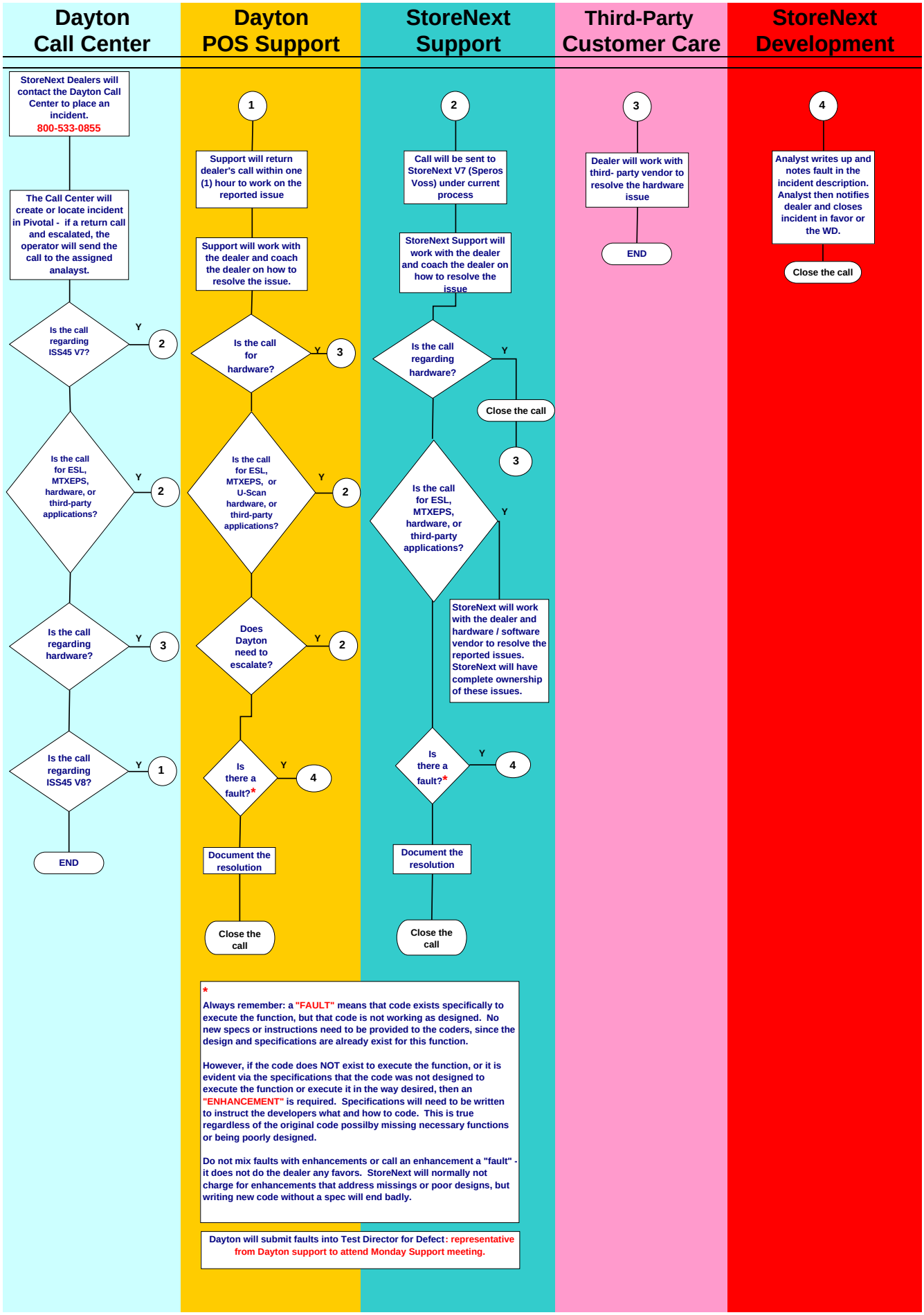
Dayton Call Center
Dayton POS Support
StoreNext Support
Third-Party Customer Care
StoreNext Development
StoreNext Dealers will contact the Dayton Call Center to place an incident.
800-533-0855
The Call Center will create or locate incident in Pivotal - if a return call and escalated, the operator will send the call to the assigned analayst.
Is the call regarding ISS45 V7?
Y
2
Is the call for ESL, MTXEPS, hardware, or third-party applications?
Y
2
Is the call regarding hardware?
Y
3
Is the call regarding ISS45 V8?
Y
1
END
1
Support will return dealer's call within one (1) hour to work on the reported issue
Support will work with the dealer and coach the dealer on how to resolve the issue.
Is the call for hardware?
Y
3
Is the call for ESL, MTXEPS, or U-Scan hardware, or third-party applications?
Y
2
Does Dayton need to escalate?
Y
2
Is there a fault?*
Y
4
Document the resolution
Close the call
2
Call will be sent to StoreNext V7 (Speros Voss) under current process
StoreNext Support will work with the dealer and coach the dealer on how to resolve the issue
Is the call regarding hardware?
Y
Close the call
3
Is the call for ESL, MTXEPS, hardware, or third-party applications?
Y
StoreNext will work with the dealer and hardware / software vendor to resolve the reported issues. StoreNext will have complete ownership of these issues.
Is there a fault?*
Y
4
Document the resolution
Close the call
3
Dealer will work with third- party vendor to resolve the hardware issue
END
4
Analyst writes up and notes fault in the incident description. Analyst then notifies dealer and closes incident in favor or the WD.
Close the call
*
Always remember: a "FAULT" means that code exists specifically to execute the function, but that code is not working as designed. No new specs or instructions need to be provided to the coders, since the design and specifications are already exist for this function.
However, if the code does NOT exist to execute the function, or it is evident via the specifications that the code was not designed to execute the function or execute it in the way desired, then an "ENHANCEMENT" is required. Specifications will need to be written to instruct the developers what and how to code. This is true regardless of the original code possilby missing necessary functions or being poorly designed.
Do not mix faults with enhancements or call an enhancement a "fault" - it does not do the dealer any favors. StoreNext will normally not charge for enhancements that address missings or poor designs, but writing new code without a spec will end badly.
Dayton will submit faults into Test Director for Defect: representative from Dayton support to attend Monday Support meeting.