

BUSINESS PARTNERSHIP FOR OUR FUTURE TOGETHER



## Logging a Support Call

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## 1. Summary

The following is a general list of what the support team require to be able to progress your enquiry.

- Include a meaningful subject (not "NAV Error")
- Description of Problem including affected users, documents numbers or entry numbers.
- Priority based on the categories laid out in the Support Agreement, also included in appendix A at the end of this document.
- Include screenshots.
- Include the steps needed to replicate the problem.

The above is needed whether you're logging a call on the Portal, via email or telephone call.

## 2. When to log a Support Call

You should log a support call if you are having a problem with, or have a question about existing functionality. If you want functionality adding you should log it as a change request on our SharePoint portal.

## 3. How to log a Support Call

Support calls can be logged in three ways, either by phone, by email or our dedicated support portal. The phone number for the support department is 02380 170788. If an issue is urgent this is the best way to log a call so we can confirm we are looking at it immediately and get all the information we need straight away.

The email address for the support department is support@d-c.co.uk. Please use this email address to log support calls rather than personal email addresses. This means our internal processes will make sure you issue is handled correctly, whoever is in the office.

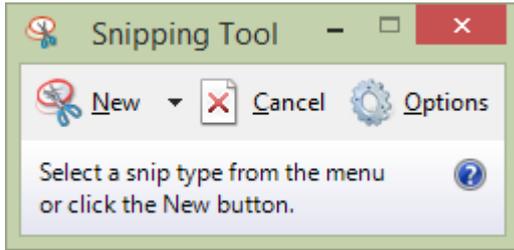
The support portal is a new offering and not only allows you to log support calls, but you will also be able to see previously resolved calls and all the relevant information as to what the fault was and how it was resolved.

### 3.1. What Information to Include

#### 3.1.1. What the problem is

We try to use the subject of your email as a description of the issue, so please try and make it something useful. "NAV Problem" is not very descriptive, "Posting date error when posting SO-12345" gives us an idea what to do before we even open the email.

We need to know the symptom you see that shows there is a problem. Normally this will be an error message, but it may be that a field doesn't have a value you think it should for example. The most helpful thing you can provide us with is a screenshot. A useful tool for providing screenshots is the Snipping Tool, which comes with Windows. You can find it by typing snip in the start menu:



Using the drop down arrow by the new button you can select to do either window snips, where it captures a whole window, or rectangular snips, where you drag a box around what you want to include.

The screenshot should include not only any error messages that you are getting, but also the page behind it that will show us exactly where you are in Business Central / NAV.

Once you've taken a snip you can highlight important data, such as a field showing the erroneous data:

Document...	Document...
Order	CL15-2517
Order	CL15-2518

### 3.1.2. How to recreate the problem

The first thing the support consultant will usually do is to recreate the problem you are having in our local test database. Therefore, please include the steps necessary to recreate the problem. If there are a lot of steps to recreating the problem it may be best if we watch your screen while you reproduce the problem.

This can be achieved using Quick Assist whilst we are talking to you on the phone. Quick Assist is built into Windows 10. You simply need to click on the start button on your computer and search for it. Then we will provide you with a code to commence the sharing of the screens.

### 3.1.3. The urgency of the problem

It's important to give an idea of the urgency of the problem. For example, if only one sales order won't post that may be less urgent than if no sales orders will post. Or it may not! Equally so we can spend our time fixing you most important issues please let us know if a problem is a minor irritant, we will fix it but won't put it ahead of your more urgent problems.

## 4. What to expect

When a support call is logged you will receive a confirmation email containing a call number, a summary of the problem and the priority. If there is any information we need before we can investigate your problem we will respond asking for more information.

## 5. Closing a call

We will ask for confirmation from you that an issue is fixed before we close a call. If we don't get a response we will close the call after approximately a week. When we close the call, you will receive an email notification. If we close the call prematurely just let us know and we can reopen it.