



A Division of Front End Digital Inc

11899 Stepping Stone Drive Fishers, IN 46038

1.800.586.0943

Pyrimont Support Users Guide

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www.pyrimont.com It's possible. It's Pyrimont.



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Table of Contents

Table of Contents	1
Introduction	2
Hours of Service	2
Service Block Types	3
Service Process	4
Tech Support Process Diagram	5



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Introduction

This guide has been created for our Pyrimont Customers to more effectively use their Pyrimont Support program. Attached is the current collection of all Pyrimont Tech Articles to date. Please review these pages and contact the Support Department for clarification on any topic.

Hours of Service

The Pyrimont Support Call Center and Tier 1 Agents (T1s) are available for you at all hours; any day of the week. T1s will gather information regarding the reason for your call and may ask you to perform steps to resolve certain equipment failures and develop a clearer picture of your problem. T1s, along with Tech Notes that you may receive from time to time, should resolve a majority of your issues. If the T1 is unable to resolve the problem, they will attempt to bring a Tier 2 Technician onto the call.

Pyrimont Tier 2 Support Technicians (T2s) will be able to assist you in resolving any problem. T2s, however, operate under certain Hours of Service restrictions as follows:

Service Block Type	Hours of Operation
Regular Service	8:00am to 8:00pm**
Emergency Service	8:00pm to 11:00pm**
Late Emergency Service	11:00pm to 7:00am**

** All times are in the non daylight saving Indiana time zone. (Spring/Summer CDT; Fall/Winter EST)

These service blocks are used by the T1s and T2s to assist them in determining the proper routing of a service request. They are also designed to illustrate the difference between calls made during “traditional” business hours and those made during “non-traditional” business hours. During the Regular Service block, T2s are qualified to provide the full range of support required by a customer. In the Emergency and Late Emergency blocks, though, T2s expect to field only “emergency” or “system down” calls.

**In all cases, though, if you feel you need service, please call!
Our Agents will do their best to resolve the issue. If they can't and if a T2 is unavailable, they will provide you with detailed information about your next steps.**



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Service Block Types

While it is impossible to list every potential support need and difficult to define explicit rules for Technicians to use in every unique case, the following chart will help you understand the differences between the Service Block Types and what the Technicians may define as an “emergency.” This will assist you in determining when to schedule your calls:

Service Type	Support need
<p>Regular Service</p> <ul style="list-style-type: none"> In general, during this service block, Support Technicians can field any and all support issues. 	<ul style="list-style-type: none"> Total System failure All or 1 terminal down All or 1 printer down Kitchen Makeline down Touch Screen or monitor failure Miscellaneous hardware failure Login problems Ticket Printing issues Ticket Routing issues Credit Card authorization problems Credit Card settlement problems Gift Card use problems Time Clock or Server/Cashier check out problems Ordering and order entry screen problems Reports issues Employee Database maintenance issues PLU Database maintenance issues Caller ID issues Menu Styling or special programming requests Ticket or Order issues Food Cost, Recipe or Inventory configuration and use issues; (Vendor Invoices, Purchase Orders, Processing Sales, Closing the Day, etc.)
<p>Emergency Service and Late Emergency Service</p> <ul style="list-style-type: none"> In general, during this service block, Support Technicians can field only “system down” situations or situations that seriously prevent you from serving your customers. 	<ul style="list-style-type: none"> Total System failure All or 1 terminal down All or 1 printer down Kitchen Makeline down Miscellaneous hardware failure Credit Card authorization problems Gift Card use problems Ordering and order entry screen problems Ticket or Order issues



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Service Process

It may also be helpful for you to understand the process for obtaining and using the Support Departments services.

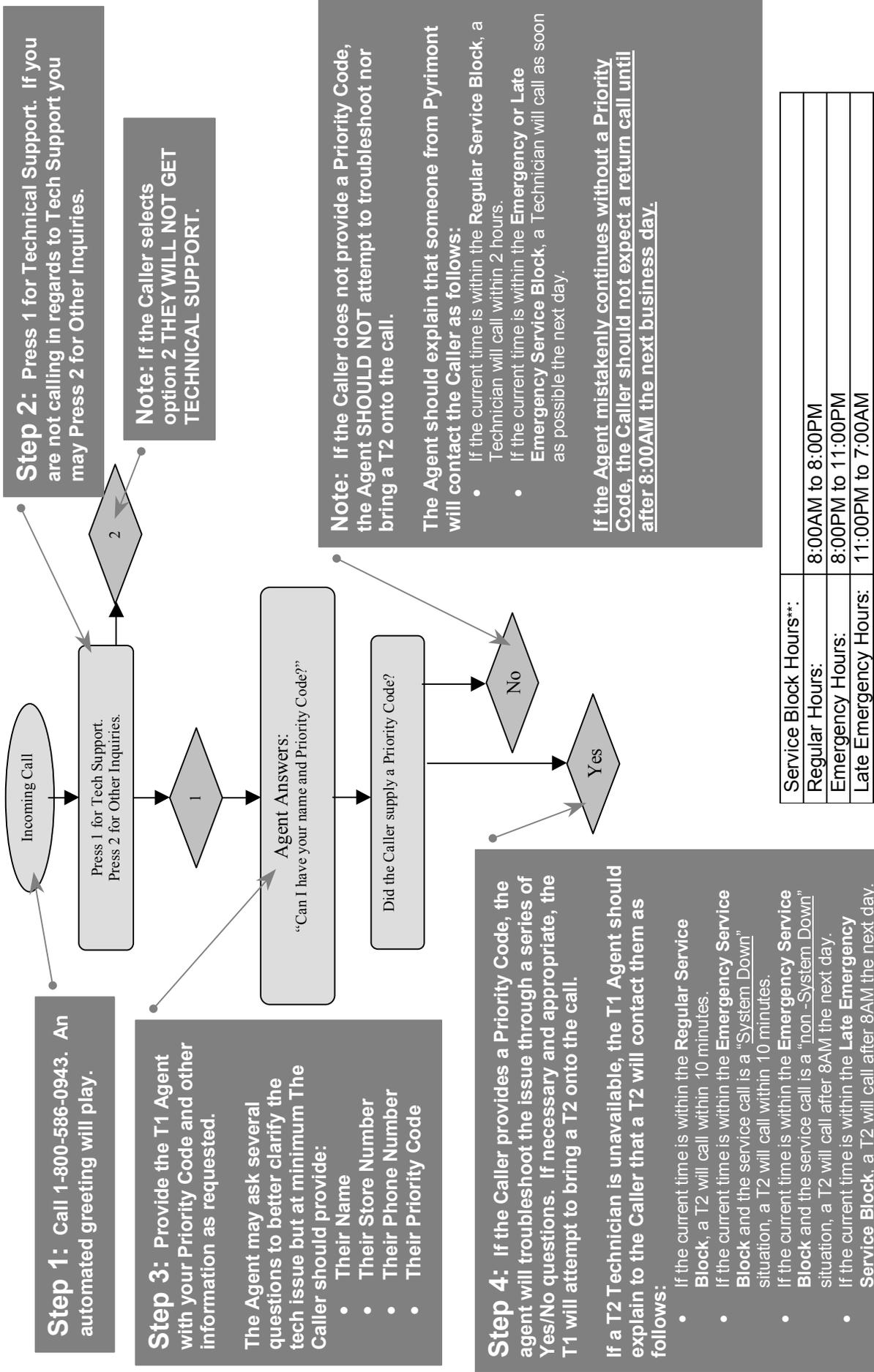
- To start the process of obtaining support you should do the following:
 1. Make sure this guide and all Tech Notes are handy.
 2. Ensure that you have your Priority Code (write it in below).

 3. Call the 800 number; (800) 586-0943.

- Once connected to the Call Center:
 1. Press 1 for Tech Support and wait to be connected to a T1 Agent.
 2. Immediately provide the T1 with your Priority Code, your name, your store location and your return phone number.
 3. The T1 will then provide you with a series of statements and ask you to classify your situation. Do your best in answering the T1's questions and following their instructions.
 4. If the T1 is unable to solve the issue, they will ask you to hold and attempt to bring a T2 Technician onto the call.
 5. If a T2 Technician is unavailable or has determined the issue falls outside of the current Service Block, then the T1 will provide you with specific information on what you should do next and when a T2 Technician will call you back.

The diagram on the following page will help you understand the entire process.

Tech Support Process Diagram



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