

# Support service level agreement



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## 1.0 Our Support Service Level Agreement

At Webexpenses we are committed to providing exceptional customer service to all of our clients. This Support Service Level Agreement (SSLA) outlines the key areas of our service, and our commitment to you as our client.

The aim of this SLA document is to provide details of the approach and the service levels we offer and use them to monitor and maintain effective service delivery. The SSLA has been developed by our Customer Services Manager and is signed off at Directorate level.

We will always aim to keep our clients' needs at the heart of what we do, hence this is a working document which will be reviewed on a regular basis.

## 2.0 The Purpose of this SSLA

To identify expectations, roles and responsibilities and facilitate communications between the Webexpenses Support team and our clients.

## 3.0 Communication

Communication is key in the way we work, and within the Support team we strive to maintain an environment of mutual respect, professionalism and courtesy - we expect this to be reciprocated to our team.

## 4.0 Support Hours

The Support team is available for correspondence Monday to Friday between 9am - 5:30pm.



## 5.0 What Levels of Support do we Offer?

### 5.1 Support Hub

Our Support Hub is an online knowledge-based tool, it's freely available 24/7 to all users of Webexpenses. Our Support Hub offers a range of rich support materials and resources that all users will benefit from, these include:

- Fully downloadable user guides
- Online quick guides
- Training videos
- FAQs
- Support access via live chat or email
- Latest product releases and updates.

### 5.2 The Support Team

Reliable and easy to reach, our solution focussed team of experts provide a warm welcome to all Webexpenses users.

Each interaction will make a difference. They respond and help all users with general support queries on the functionality of the system.

They provide additional support to help with more complex queries, which may involve a more thorough discussion of the issue with an administrative user to identify and implement optimal solutions. Once the issue is resolved, the Support team member provides a detailed description of their investigation of the problem/issue, including the steps that led to the solution.

Some faults or behavioural deficiencies of the system may require further investigation and will be escalated to level 2 support.

### 5.3 Level 2 Support

Level 2 support is for problems that require special analysis or programming, or support from our hosting providers.

The Support team will ensure the appropriate Technical Support team to refer these types of queries and will keep you updated on the status of your ticket.

### 6.0 How Webexpenses will Handle your Query

All queries will be handled by our Support team, and a ticket with a unique support reference number will be generated. The reference number will enable you to track progress and follow any updates to the ticket. Our Support team will assess the ticket, prioritise the resolution and aim to resolve the query as quickly as possible.

At the initial stage, we will identify whether you are an administrative user or an end user (claimant and/or approver) of the system.

**Administrative (admin) user** - An individual who has responsibility at a parent and/or entity level with administrative and configuration access.

**Claimant or approver** - An individual who accesses the system to either create/submit a claim or to approve a claim.

Before contacting support, we advise you make use of the relevant FAQ/guide/video(s) available on our Support Hub which can provide online assistance to users who have a query with any aspect of how to use the application,

If from the initial assessment the query cannot be resolved, the ticket is escalated for further investigation to level 2.

We will feedback any recommendations or short-term workarounds if available.

You will be able to track the progress of the ticket via our support system and you will be notified when an update is applied to the ticket.

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## 7.0 Priority Levels

At the point that your query is logged, it will be assigned one of the following priority levels.

Priority	Scope	Target First Response	Target Resolution
<b>Urgent</b>	All end users are unable to use the application.	0.25 business hour	1 business hour
<b>High</b>	Large number of users unable to function. Major performance issues.	0.25 business hour	2 business hours
<b>Normal</b>	User receives an error message or is somehow prevented from completing an action.	1 business hour	8 business hours
<b>Low</b>	User has simple question, a problem or a simple <b>how-to</b> or procedural question.	1 business hour	16 business hours

## 8.0 Where Account Management can Help

The role of the support desk is to support the functionality of the system.

We endeavour to provide tools that enable you and your colleagues to utilise the system and where applicable, you will be directed to these tools. We host regular training webinars and through our Support Hub we also provide user guides, training videos, quick guides and FAQs.

Our Support team will aim to help with as many varied and complex queries as possible - simple and quick instructions may be given at times. Please do be aware some areas of our system are out of our Support team's hands, this is where your dedicated Account Manager will step in - they will be on hand to ensure the system is working the best for your business.

Your Account Manager will be available to help with the following for company administrators:

- Software training
- Adding additional users and entities
- Change of organisation details
- Webexpenses' product suite.

If you would like additional bulk data upload to be completed by Webexpenses, please contact your Account Manager who will provide a cost indication.

Depending on your company's location, you can email one of the following:

UK: [account.management@webexpenses.com](mailto:account.management@webexpenses.com)

APAC: [contact.apac@webexpenses.com](mailto:contact.apac@webexpenses.com)

USA: [contact.usa@webexpenses.com](mailto:contact.usa@webexpenses.com)

If you would like Webexpenses to provide your business with claimant and approver training, please contact your Account Manager on one of the above email addresses for further details.

If your colleagues using Webexpenses have queries about the following, please assign them to your company administrator:

- Response to payment queries e.g. "when do I get paid?"
- Update to users' accounts e.g. change of approver or account creation
- PC technical support or support for other software.

## 9.0 How to Raise a Support Query

Support is available during normal business hours (Monday - Friday 9am to 5:30pm).

When raising a query please provide as much detail as possible, including; name, login/email address, claim ID (if there is one) and as much information about the nature of your query including screenshots where appropriate.

Please do not include your password as this is not necessary - our Support team will never ask for password details.

If you are experiencing difficulty completing a particular work-flow, please describe at high level the actions you are attempting to perform. Please also note the point at which you faced the problem, include any error messages and describe the behaviour you were expecting to see.

On receipt of your request, a new ticket is opened in our support desk and an email will be sent with a description of your query and a reference number within approximately 15 minutes.



**Note:** For companies that we deem to have a high impact on our Support team, we reserve the right to request that appropriate training should be given (at a cost to the client) and that no further support will be available to that client until relevant training has been carried out.

**A support query can be logged by using one of the following options:**

### 10.0 The Support Hub

The Support Hub has been designed as a tool to be used as the first point of reference for all users of the Webexpenses system, visit the Support Hub at <http://hub.webexpenses.com/>.

The Support Hub contains user guides, videos, FAQs plus lots more to help all users of Webexpenses get the very best out of the system.

By checking the Support Hub first, you will ultimately resolve your query in a faster and efficient manner. Any queries sent to the Support team which are resolved within an online quick guide or user guide from the Support Hub, will be redirected to the Support Hub and the ticket will be closed.

If there is no relevant information in this area, please report all support queries to our Support team in one of the following ways:

#### 10.1 Via the Live Chat Button



This can be found in the bottom right-hand corner of the Support Hub screen, and is available during normal business hours. From here you'll be given the opportunity to directly chat with one of our Support team in real time, and be able to send us screenshots and other files if necessary.

Once the live chat is finished and closed, a ticket reference will be created and the full transcript will be sent out via email to the user's email address provided at the start.



## 10.2 Complete a Short Form to Log a Query



If the live chat is not in operation, a **Support** button will be available in its place.

From here users can record their contact details and provide a description of their query.

Upon submission of the form a ticket reference is created and emailed to the user. A member of the Support team will then be in touch via email or phone as soon as possible.

## 10.3 Via Email

By emailing [support@webexpenses.com](mailto:support@webexpenses.com) you can log a query with the Support team. You will then be notified that a ticket has been raised and provided with the unique reference number via an automated email. The Support team will assess your query and provide you with an update. You will also be provided with a link to your support query where you can track progress and add further information.

## 10.4 Via the Support Button



This can be found in the top right-hand corner of the screen when you are logged into Webexpenses.

## 10.5 Via Phone

Depending on your location, simply call us on one of our free phone numbers below during business hours (Monday to Friday 9am - 5.30pm) and a member of our Support team will be more than happy to assist you with your query.

UK: +44 (0) 800 711 7138

APAC: +61 1800 316 911

USA: +1 888 927 2658

If all lines are busy, please leave a voicemail with your contact details, the company you work for and a brief description of your query. Again, a member of our Support team will be more than happy to assist you as soon as possible.

## 10.6 Other Key Contacts

For all invoicing queries, please contact [accounts@webexpenses.com](mailto:accounts@webexpenses.com)

For queries relating to training, general account queries, account reviews please contact your allocated **Account Manager** or depending on your company's location, you can email one of the following:

UK: [account.management@webexpenses.com](mailto:account.management@webexpenses.com)

APAC: [contact.apac@webexpenses.com](mailto:contact.apac@webexpenses.com)

USA: [contact.usa@webexpenses.com](mailto:contact.usa@webexpenses.com)

# Support

## Claims

If you experience difficulties in processing your claim or need to enquire about a submitted claim, please contact your finance team.

## Technical

If you experience a technical difficulty with the webexpenses system, please email your administrator or visit [www.webexpenses.com/support](http://www.webexpenses.com/support)



[support@webexpenses.com](mailto:support@webexpenses.com)



**UK +44 (0)800 711 7138**  
**Australia +61 1800 316 911**  
**USA +1 888 927 2658**

Live-chat is available Monday to Friday between 09:00 - 5:30pm

If you call outside of office hours please leave a message with:

- Your name and email address
- Your company name
- A contact telephone number
- A brief explanation of the problem.

