technical procedures



Technical Support Escalation – CTI Products					
For Help in any field, select the field and press F1					
Technical Support Specialist contacted		Ticket No.			
Originator		PIN code			
Telephone number		Fax No.			
Dealer		Date			
e-mail address					

Site name	
Address	
and	
Post Code	
Telephone No.	
Contact Name	

Detailed Information							
Operating System		Link	Version:	/ Date:			
Domain Controller		Call	Seats used:	/ Version:	/ Date:		
Telephony Server		Operator	Seats used:	/ Version:	/ Date:		
		Easy Set	Yes / Version	: / Date:			
Vendor Software		Open TSP	Version:	/ Date:			
Operating Systems used by Clients - / / / /							
Stand-alone Telephony Server - Yes							

CTI escalations must be attached to relevant system escalation form

Reported Problem			
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Action Taken			
e-mail the completed form to: support@samsungbusiness.com or fax to 0161 655 1166			