



Support within service hours.

OUR SERVICES.

- Acceptance of support requests by e-mail, phone or online
- Handling of incident reports via Event Management
- Prioritisation, classification and recording of incidents/requests in the ticket system
- Troubleshooting and first-contact resolution of requests where possible
- Handling of incidents within the scope of the agreed Service Level Agreement
- Forwarding of incidents and requests to the support organisation
- Implementing and tracking escalations in Prio. 1 cases

Single point of contact / Call centre:

Mon-Fri 8 a.m. - 6 p.m.

servicedesk.ch@bechtle.com

+41 800 852 100

<https://selfhelp.bechtle.ch>

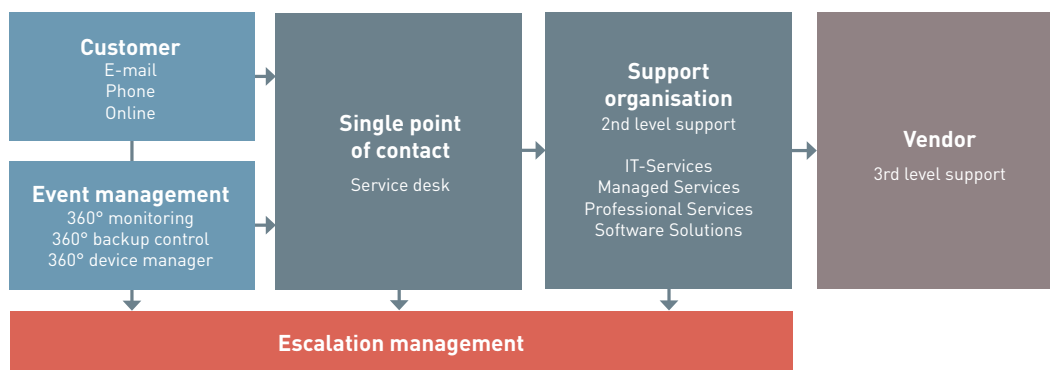
YOUR BENEFITS.

- Guaranteed availability within service hours
- Assured Service Level Agreement compliance
- Centralised recording and documenting of incidents and requests
- Notifications when tickets are opened and closed
- Ticket traceability through online access



Further informations:

bechtle.ch



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