

Support Ticket Options

1 Open a support ticket

There are **two options** to open a support ticket.



Call our Service Experience Team on 1300 865 000 and provide a description of your issue over the phone

A. What is the issue about and what is affected?

B. How many users are affected?

C. When did it occur for the first time?

D. Was there any change prior to the issue?

OR



Email us at support@themissinglink.com.au or visit our Client Portal at themissinglink.com.au and provide a written description of the issue

A. What is the issue about and what is affected?

B. How many users are affected?

C. When did it occur for the first time?

D. Was there any change prior to the issue?



You will receive an **automated email** with the ticket number.



Our **First Level Support Team** will start gathering all required information OR will give you a call back if we need to know more.



If First Level Support think the issue is **critical** the ticket will be categorised as P1 and your ticket will be escalated to our **Third Level Engineering Team** for immediate action.



In case you need to **escalate a ticket** you have the following options.



Click the link in the ticket confirmation email you received from support@themissinglink.com.au and submit form. This will automatically inform the responsible manager so we can take immediate action.



Call our support 1300 865 000 and **ask for a ticket escalation**. Provide any additional information e.g why is an escalation necessary for example: whole business is affected, core application affected etc.

3 Escalate ticket