

eReserve Support Priority Levels

When contacting our support team, you will be asked to specify a priority for the issue to help us to manage our responses. See below for a brief description about our priority system so that you can assign the priority of the issue yourself.

Urgent:

- Interruption to critical processes affecting many users and no work around available.
- Immediate resolution is needed.

High:

- Interruption to critical processes affecting individual users and no work around is available.
- Immediate resolution is needed.

Normal:

- Interruption to the individual users and no acceptable workaround is available.
- Immediate resolution is not needed.

Low:

- Hindrance to the work of individual users and/or and acceptable workaround is available.
- Immediate resolution is not needed.

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