POINT OF SOLUTIONS
AFFORDABLE RESTAURANT SYSTEMS

On-Call Checklist

- ☐ Text to Level 2 "Got It"
- ☐ Pull up Client Dashboard – check to see if on monthly support
- ☐ Read most recent support call and review last note and any updates (only take 1-2 minutes here)
- ☐ Pull up resource guide and have ready for call
    - If answering service notes are specific, check resource guide for issues and resources
    - Be creative in tags, a resource can be under a different name than the client states, or use Crtl F
- ☐ Call client – ask for the person that called in
    - Identify yourself by name and let them know you are calling from Point of Solutions, with the computers
    - Ask something like: Hello XXXX, It sounds like you are having trouble with XXXXX. Can you tell me what you are experiencing?
- ☐ If client cannot be reached, using Splashtop, add a note to their screen
- ☐ If issue can be fixed right away, do so: ask for pictures if needed
- ☐ If solutions is unknown to you or the issue can't be fixed right there, let client know you will get to work on the issue in background and will call back shortly.
- ☐ Escalate to Level 2 if necessary

After the call:

- ☐ If rolling to the next day, email the scheduled tech what happened and what is still outstanding
- ☐ Enter notes in support call log
- ☐ If necessary, enter any Resource Guide suggestions using the form on the internal page
- ☐ Follow up the next scheduled shift if issue was major: credit cards could not process (one-off), printer issues, system crashed, online ordering, etc.