

Ontrex ServiceDesk Information



T: +41 44 835 1020

E: servicedesk@ontrex.ch

W: <https://servicedesk.ontrex.ch>

The Ontrex Service Desk is available for support issues and information Monday through Friday during the following business hours:

8 – 12h / 13 – 17h

Included Services:

- German and English speaking hotline in Switzerland with local phone number
- Defect reporting available 24/7 via E-Mail or Customer Portal *)
- Take up of all incident reports and tracking of escalations to software manufacturer, if required
- If the software manufacturer publishes a new major release or patch the customer will be informed immediately via newsletter and the software will be made available for download

*) prior registration required for portal use

Optional Services:

- Extended hotline times Monday through Friday 8 – 18h
- Named Incident Manager: For production critical incidents, i.e. incidents that cause an interruption of business services for all agents or end-users, the named incident manager will coordinate all efforts involved in solving the incident and will inform the customer regularly about progress and next steps.