

PEAK LIVING HELP DESK OPTIONS

Low Priority

Can be resolved within 48-hours

Something that does not required immediate attention. Typically these are requests, not incidents

Medium Priority

The issue is affecting your immediate work and should be addressed that same day

This is something that could cause our business to lose money

High Priority

This is a critical issue that needs immediate attention

This is something that will cause a significant financial impact on our business

AFTER HOURS - Tickets submitted outside of 8:00 am - 5:00 pm MST will be responded to during business hours the following business day. If the issue is urgent, please contact your Regional Manager.

Submitting Help Desk Tickets

Did you know that there is a more efficient way of submitting Help Desk tickets? When submitting Help Desk tickets, it's important to include as much relevant information as possible!

When submitting a Help Desk Ticket, ask yourself:

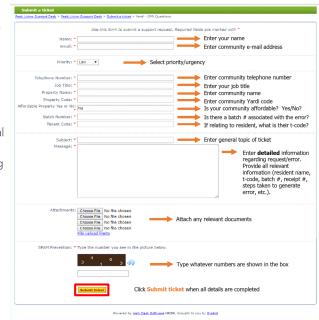
- Have I specified what the problem is?
- Have I reported who the resolution is needed for?
- Have I detailed **when** the error occurred?
- Have I specified **where** in the system the error was found?
- Can I detail **how** to recreate the problem for support?

Failure to submit complete Help Desk Tickets results in longer resolution time.

Do you need to provide...?

- Resident t-code
- Unit Number
- Post Month
- Charge / Credit
 Details
- Required approval from RM / VP
- Original screening approval
- Property code
- Screenshot(s)

It's better to include too much information than too little!



WWW.PEAKLIVING.HESK.COM

All tickets should only be submitted internally. Please do **NOT** reach out to a vendor directly in hope of expediting response.