Background

This article explains how to log new support queries, respond to, and interact with Sage Evolution Support until your query has been resolved.

Phase 1: Logging of new queries

1. Open the following link to log any new query with the Sage Evolution Support team:

   https://app.smartsheet.com/b/form/4c5023eeaff24b05839f55753b05c465
2. In here capture all the required fields and provide as much detail as possible about your query.

   Note that you can attach any additional details such as screenshots as included on a MS Word / PDF document to further illustrate the details of your query.

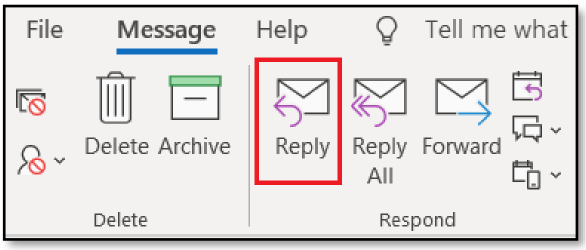
   Doing this is highly recommended if there are any kind of important error messages, screen setups etc. to assist the support consultant to resolve your query.

Phase 2: New query received by Sage and response sent to client

A Sage Evolution Support consultant receives and then formally responds to the client by either asking follow-up questions and/or providing a solution for the logged query.

Phase 3: Response by client on feedback by Sage Support

1. The client receives the response in their e-mailing Inbox.
2. To respond to Sage Evolution Support, the client should simply click his/her mailing application's Reply button.

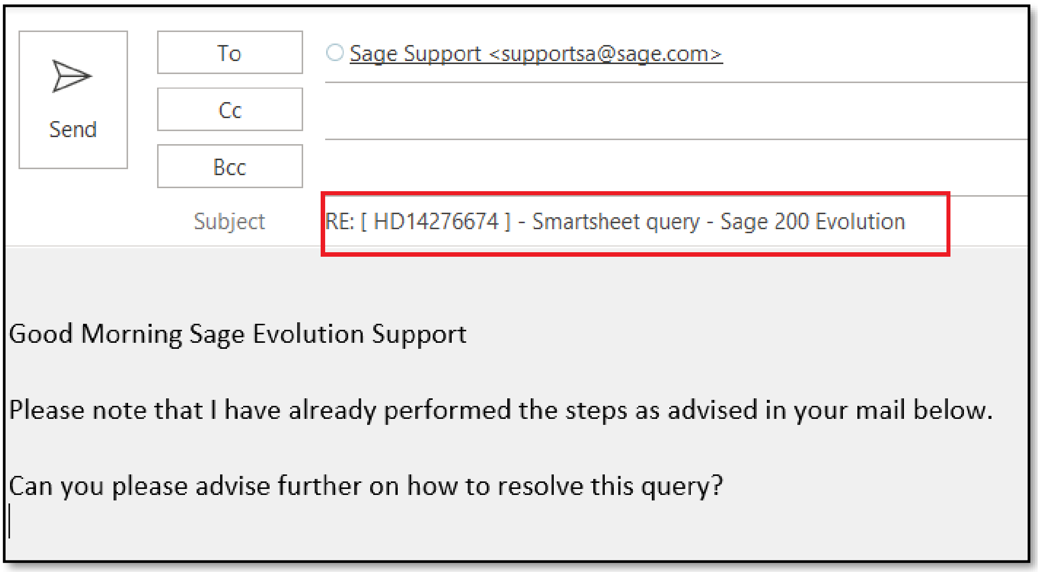


3. In the response mail, note the following:

   Please do not change the default Subject information.

   The current subject field information is used to link your response below with the relevant support ticket (incident query) at Sage where the support consultant is managing it for you.

Simply capture your relevant response and when done, click the **Send** button.



Phase 4: Client's response received by Sage

When the above response is received by Sage the relevant support ticket is automatically updated.

From this point forward the support consultant and client are continuing with their correspondence (with the client continuing to apply the principle in Phase 3 above) until the query is resolved.