Helpdesk and Server Support

David Engblom

QA Manager

Customer Support

Portal:
https://help.pcr.com
(preferred)

Email: help@pcr.com

Phone: (616) 259-9242

Forum:
https://forums.pcr.com

Communication

- New Email addresses for PCR
  - David.Engblom@pcr.com
- Mass Mailings using Mail Chimp
- New Release notes format
- Survey

Help Desk Statistics

- SLA Success Rate

    95.8 %
    Time to first response

    94.4 %
    Time to resolution

- SLA Response Times

Time to First Response

Impact/Priority	Hours
Critical (Urgent)	30 min
High	2h
Low/Medium	8h

Time to Resolution

Impact/Priority	Hours
Critical (Urgent)	16h
High	40h
Low/Medium	96h
All remaining issues	96h

- Between October 2022 and September 2023
  - 1317 Created – 1405 Resolved
  - 254 Bugs closed
  - 266 on hold / in backlog

Help Ticket Resolution

- When are tickets closed?
  - The Question is answered/documentation provided
  - A version of PCR-360 with the bugfix or feature is delivered to the test system
  - After data is corrected and the customer confirms the change.
  - When a customer does not respond after two attempts to gather information.
  - PCR feels the ticket is resolved, or requests confirmation and the customer does not respond within two business days.
- <u>ALL TICKETS</u> will be reopened when a customer adds a new comment or sends an email on the ticket.
- Tickets are put on hold when scheduling an upgrade/maintenance, waiting for a patch, or customer deliverable/response.

Upgrades & Maintenance

- PHP
  - ▫ 7.4 No longer supported (EOL 11/2022)
  - ▫ 8.1 supported until 11/2024
  - ▫ 8.3 Support coming to PCR-360 in 2024
- MySQL
  - ▫ 5.7 EOL 10/2023
  - ▫ 8.0 - Upgrade instructions are on the wiki
  - ▫ PCR-360 has supported 8.0 since version 2021.1
- Customers on 2022.1 or later versions
  - ▫ Test: 92% - Prod 80%
  - ▫ Upgrade for the latest optimizations, features, bug fixes and security patches

Server OS Support

- Ubuntu 20.04 & 22.04 (preferred)
  - Hosted Ubuntu migrations finished May 2023
- Red Hat 7, 8 & 9
  - RHEL 7 EOL June 30,2024
- CentOS End of Life
  - v. 7 until June 30, 2024
  - All other versions no longer supported
- Oracle Linux 8+

System Requirements

- All system requirements can be found on the wiki
- Revising hardware requirements, to improve overall PCR-360 performance
- With the help of Aspire, we are looking at using **OCI (Oracle Cloud Infrastructure)** for hosted customers
- The wiki will be updated with any changes and information will be posted to the forum

Q & A

- Questions, Requests, or Comments?
- My email: David.Engblom@pcr.com

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