FOSS ESCALATION PROCESS

FOSS

Network spare

option in case

of long repair

time

If problem

continues, visit by a

service engineer will

be booked

Network spare

option in case of long repair time

Urgent technical issue or question Working hours Monday-Friday	Call FOSS Warrington Office direct on 0870 4460332	Log issue with Service Coordinator (Mel Yong)	Tech Support will talk though your problem attempting remote fix
Urgent technical issue or question Outside of normal working hours & weekends	Call on call FOSS duty engineer 07005 968699	Log issue & receive Tech Support direct from engineer	Priority booking for next working day attention
Non-urgent technical issue or questions	E-Mail service@foss.co.uk	E-Mail answered by Service Coordinator or Tech Support same day	
BIAS Adjustment	Technical administrator completes the UKGNCRV2.0 form and emails to: FBIGrainNetworkSu pport@foss.co.uk	FOSS Applications team will complete adjustment within 24 hours or sooner, update form and return to Tech Admin.	
Calibrations	Technical administrator completes the UKGNCRV2.0 form and emails to: FBIGrainNetworkSu pport@foss.co.uk	FOSS Applications team will complete calibration within 3 days or sooner, update form and return to Tech Admin.	