Track Your Own Support Calls With Bluebird's On-Line Call Center

Track your support calls with the click of a mouse!

Once you request a login and password, go to our web site – **www.barsnet.com** – click on the Support tab, then click on On-Line Call Center at the top of the left column. From here, you can:

- View a Support Ticket
- Enter a New Support Ticket
- View an SAR

The initial screen automatically goes to View a Support Ticket, and prompts you for a date range. Once entered, you will see a list of all the calls you had placed within the date range, along with a Summary description of the call. To view the details, simply double-click on the Ref # field.

When entering a New Support Ticket, you can enter as much detail as you want. Indicate if you want to be contacted via email or phone. However, you must enter both items. You will receive a confirmation email with your Call Reference Number.

Now you don't have to call us any more to see who picked up your call! Once you see which Product Support Analyst (PSA) has your call, you can call him/her directly or just send an email.

This service is FREE for any customer with an active Hotline Support/Software Subscription Agreement.

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		Global Value Leader in Car Rental Software			
Online Call Cen	iter				You are logged in as Dollar San Ju
liew Support Tickets	View Sup	port Tio	kets		
lew Support Ticket			From	(<i>mm/</i> n: 01/2	/d/yyyy) (mm/dd/yyyy) D/2018 To: 02/19/2018
liew SAR					Display
	Search Res	Its: 4 su	port ticke	ets four	d
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	Date	Ref#	Status	PSA	Summary
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	Date 02/14/2018 02/14/2018 02/02/2018	Ref# 426422 426402 425485	Status Closed Closed Closed	PSA JJS LS hlr	Summary Has this been set-up, for those reservations that come in vi Entered online Contact via E-mail: kviera@dollarpr.com Customer Relations Keren (Viera (787) 791-5500 kvie

This is what displays when you ask to View Support Tickets for a particular date range. Note how the Reference Number is underlined bypertext. If you double-click on it, you will go to the Call Details. From there, you can send an email to support@barsnet.com, or Close the ticket yourself!

	BLUEBIRD [*] The Global Value Leader in Car Rental Software BUTO RENTAL SUSTEMS 800, 304, 5805					
nline	Call Center					
			You are logged in as Dollar San			
Ref#:	425485	Status:	Closed			
Name:	Javier Santos	Date/Time Entered:	02/02/2018 - 11.38			
Phone#:	(787) 791-5500	Date/Time Closed:	02/08/2018 - 13.36			
PSA:	hir	Response Time:				
Problem.	Keren Viera (787) 791-5500 kviera@dollarpr.com					
Solution:	02/06/JRI 33:29 HLR - Javier not in, spoke to Keren. All well with Ri Not sure if they are attending UC/CRS Sent Email Good aftermoon Keren & Javier, Keen, it was a pleasure speaking with you, and 1 am pleased to her	entworks and support great ar all with well with the Ren	(very patient with her) tworks Program and Bluebird Support, for you.			
	Hope to see you both at the Users Conference. Please let me know if I can be of any assistance. We appreciate your business!					

This is what displays when you ask to View a Software Action Request (SAR).



200 Mineral Springs Drive, Dover, NJ 07801 USA 973.989.2423 • 800.304.5805 • sales@barsnet.com

www.barsnet.com