

Global Support

Our Support teams are available 4am EST until 8pm EST Monday to Friday. Please see the section named OOH for rules for weekends (out of hours).

Contact us via the following methods:

Email - support@boxoffice.com - a support team representative will come back to you based on response time noted below

Online Helpdesk - webediamoviespro.freshdesk.com to set up an account either email support@boxoffice.com or ask your Customer Success Manager. This will allow you to see all active tickets associated with your account

24/7 Business Critical Issues (See Priority Level 1 Below) PLEASE CALL:

Europe: 0800-047-0489

Americas: 1-888-737-2812

New Zealand: 0800-995090

Important Information on Calls:

If something is URGENT, please call our Answering Service at 1-888-737-2812. This is a service where you will talk with our call centre and then they will try to connect you with a Support Team Representative to discuss your issue. You will need to stay on the line with the Answering Service rep until they reach a Support Staff member by phone if you want to speak with someone immediately.

If Support Staff are not available at that moment, please give your information (Name, Theater Chain, email, contact phone, and what the issue is) to the Answering Service rep so that they can send us a text and email about your issue. A Support team member will call you back.

Please note that the support team representative manages the relationship with the developers, therefore no calls will be made directly with a developer but if a meeting is required to resolve the issue then the Support Representative will be responsible for setting a time that works for you.

What is the priority of my issue?

Severity Level	Definition	Response Time	Resolution Time
Priority 1 (Urgent)	Issues directly affecting ticket sales: Not implementing a fix to these issues will cause an end-user to be unable to	Direct contact with acknowledgment of	The maximum acceptable

Severity Level	Definition	Response Time	Resolution Time
(Blocker)	<p>perform some significant function of the Site. There is no acceptable workaround to the problem (i.e., the task cannot be performed in any other way)</p> <p>Instances of these issues NEED to be raised via a phone call.</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> - Unable to purchase tickets - Movie visible but unable to see showtimes. - Site completely down / performance impacted significantly which impacts ticket sales - Support of special events / releases - Attributes on immediate screenings (PLF / Language / screen attributes) - Issues with Loyalty which impacts transactions / loyalty 	receipt within one (1) hour.	<p>resolution time is six (6) hours</p> <p>Where 3rd party response/input is required (i.e. POS, Payment Provider etc) the maximum acceptable resolution time no longer applies.</p>
Priority 2 (High) (Critical)	<p>Issues causing an end-user to be unable to perform some significant function of the Site but for which there is an acceptable and implemented workaround to the problem (i.e., the task can be performed in some other way).</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> - Unable to purchase Gift Cards - Issues with Loyalty login for multiple customers - Attributes not showing 	Within two (2) hours (if issue raised before 5 pm time EST)	<p>The maximum acceptable resolution time is two (2) business days.</p> <p>Where 3rd party response/input is required (i.e. POS, Payment Provider etc) the maximum acceptable resolution time no longer applies.</p>
Priority 3 (Medium) (Critical)	<p>Issues causing an end-user to be unable to perform some small portion of application functionality, but they are still able to complete most other tasks. There may or may not be an acceptable workaround to the problem.</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> - Redirects not working 	Within four (4) hours or by next business day (if issue raised before 5pm time EST)	<p>The maximum acceptable resolution time is thirty (30) business days.</p> <p>Where 3rd party response/input is required (i.e. POS, Payment Provider</p>

Severity Level	Definition	Response Time	Resolution Time
	<ul style="list-style-type: none"> - Missing data / broken functionality not directly impacting ticketing / loyalty - Seat map issues 		etc) the maximum acceptable resolution time no longer applies.
Maintenance Requests & Enhancements (Low) (Critical)	Site Enhancements and standard, non-bug related maintenance.	Tasks to be planned by the monthly prioritization meeting with your Customer Success Manager	Once approved, to be completed within the bi-weekly (or less frequently) release cycle.

Other Definitions and Notes

To help us understand and resolve the issue as quickly as possible, please provide:

- Your theater’s name and specific location(s) where the issue lies
- A clear explanation of the issue
- If showtimes-related: included Film Title, showtime(s)
- Screenshots, screen videos, or URLs that show the issue
- Replication steps
- Any relevant test data (vouchers, gift cards,etc)

If your issue is related to a Transaction, these inquiries should include:

Location, Customer name, email, film name and showtime, date of purchase and browser/device name

We ask you do not:

- Don’t send multiple tickets for the same issue.
- Don’t send a second issue on an older ticket -this confuses the core problem. If you have a second issue we ask that you open a new ticket
- Don’t send requests for new development work or features that is currently not on your website. These requests should be sent to you customer success manager or email customersuccess@boxoffice.com

OOH - Out of Hours - On Call (**P1 issues only)

Mon-Fri after 8 pm EST, US Holidays, and Saturday-Sunday

Send a **Support ticket** to support@boxoffice.com. You will receive an email **immediately** with the contact phone numbers that you should use if the issues is a priority 1 issue.

If **something is URGENT**, please call our Answering Service at **1-888-737-2812**. They will try to connect you with a Support Staff member to discuss your issue. You will need to stay on the line with the Answering Service rep until they reach the on-call Support Staff member if you want to speak with someone immediately.

If Support Staff are not available at that moment, please give your information (Name, Theater Chain, email, contact phone, and what the issue is) to the Answering Service rep so that they can send us a text and email about your issue. A Support team member will call you back within an hour.

Thank you for your email.

The Boxoffice Company has received and is reviewing your request. We will get back to you during regular business hours (Mon-Fri, 4am through 8pm US/Eastern).

If your request is an emergency and out of business hours, please call immediately:

US - **1-888-737-2812**
UK - **0800 047 0489**
New Zealand - **0800-995090**

We'll be sure to follow up with all urgent issues in a timely manner.
You can check on the progress of your ticket here: {{ticket.url}}
You can find more information for support [Click Here](#).

Thanks again...

The **Boxoffice Company**



Support Team

What is NOT covered Out of Hours? (i.e. after 8pm EST, weekend and public holidays)

- P2 and P3 issues (See Slide 3)
- New titles to our database
- Mapping issues of minor films more than 2 weeks away (with no showtimes)

Time expectations:

- New titles can take several hours to process as the Movie Guide team verifies information with distributors
- New titles can take some time to be available for editorialization in the CMS
- Showtimes can take about 1 hour to push through from POS to site

How to Escalate Problems and Who to Contact:

Escalations:

If you do not receive a response from a support representative you should escalate the issue to your customer success manager at this time or email customersuccess@boxoffice.com if you do not have a dedicated manager who works on your account

Definition of Customer Success vs Customer Support:

Customer Success Manager (CSM):

- **Focus:** CSMs concentrate on ensuring you achieve your desired outcomes with a product or service over the long term.
- **Proactive Approach:** They are proactive in guiding and advising to maximize the value of our products
- **Metrics:** Success is often measured by customer satisfaction, retention, and expansion of product usage.
- **Responsibilities:** Building strong relationships, understanding customer goals, and strategizing to help you achieve success.

Customer Support Manager:

- **Focus:** Primary concern is to address and resolve customer issues and inquiries.
- **Reactive Approach:** They respond reactively to your problems and concerns, providing assistance and troubleshooting.
- **Metrics:** Success is often measured by response times, issue resolution speed, and customer satisfaction with support interactions.
- **Responsibilities:** They solely handle customer inquiries, troubleshoot problems, and ensure timely and effective issue resolution.