Safefood 360° provides food safety
management software for industry
leading food processing plants

CUSTOMER SUPPORT DOCUMENT #2

User Support

To ensure customers receive the utmost care, we offer
various different types of support facilities to choose from.
We understand the 'fear factor' businesses have when
moving from paper based systems to a web based food
safety management system. Bearing this in mind, we are
here to continually support and nurture our customers using
the Safefood 360° platform.

Contact us: support@safefood360.com

Phone

- You can call our support line on the phone numbers provided between 9.00 and 5.30 Monday to Friday.
- If you need to contact us outside of office hours, you can use any of the support facilities below.

Feedback Widget

- The feedback widget is present on the left hand side of all screens in the software.
- Clicking on the feedback widget lets you tell us about any glitch or provide feedback quickly and easily while using the software.
- The widget will also take a snapshot of the screen you are currently working in to provide us with clear direction on how to address your issue quickly.

Email

- You can email the support team at any time and we promise to email you back within 8 hours or less.
- Faster response times are guaranteed for Category 1 issues.
- Email: support@safefood360.com

Live Chat

- In the Safefood 360 website, a Live Chat window will pop up asking you if there is anything we can help you with.
- You can talk to us instantly, be it a question or simply to provide feedback, we will reply to you straight away.

User Guide

- Safefood 360 comes with a complete online user guide.
- Clicking on the user guide link will take you to the section of the guide relevant to the module you are working in.
- Each lesson provides detailed step by step instructions and screen grabs for completing all tasks.
- You will also find detailed tutorial videos for using all modules.
- Our comprehensive online user guide is available through the Support Centre.
- Visit: http://guide.safefood360.com

Remote Support

- In certain circumstances we can offer remote support whereby a member of our support team connects to your screen and assists you in real time.

- Our support team can work direct in your system in real time observed by you to complete tasks, training and correct issues.

Support Centre

- Our support centre contains a repository of articles, Frequently Asked Questions and a community of other Safefood 360 users.

- You can track the status and progress of your support requests and submit new requests if required

- Visit: http://support.safefood360.com

Site Status

- You can view the current and historical uptime and performance of our software at any time by visiting our Status Site.

- Visit: http://support.safefood360.com

Consulting & Training

- The Safefood 360 team is made of experienced food safety professional who have working at senior level in the food industry.

- We provide both product and food safety consultancy and training support to ensure you get the most from the solution and meet your legal and commercial compliance requirements.

- Consulting and training can be conducted on site and via the web.

Safefood 360° is the provider of
food safety management software for
industry leading food businesses

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