Escalation Policy

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How to escalate problems from the field

Overview

Proper escalation enhances the service to our customers. In order to achieve effective and timely responses, problems must be correctly escalated. Local teams must escalate technical issues to the CSC Product Support Team following the Creo Escalation Process, and should not escalate directly to Product Development. (Refer to Creonet for the complete details of the Creo Escalation process).

Escalation Guidelines

1. Always provide as much relevant information as possible. All necessary details should be reported: sizes, resolution, names, formats, markers, screen sets, ICF, templates, margins, and so on.
2. If files are required, see *Sending Brisque Files for Testing at Creo* on page 2.
3. Ensure the following:
   - The appropriate updated software is loaded.
   - The hardware (for example, TSP) contains the latest revision level.
4. If remote activity is required, please ensure that a working modem is available.
5. The problem should *always* be reported to your CSC Product Support Team (CSC-PSS/PSM). The CSC Product Suport Team is responsible for documentation in Clarify or Clear Quest (for Brisque version 5 and later), as well as in problem management systems.

General Escalation Information

When escalating problems, make sure to include all relevant files and do the following:

1. Move the problematic template, DTP documents, images and fonts, and any other relevant files that you think may help into your folder.
2. Create a simple text or WordPad document that describes how to recreate the problem. Include the software version and updates that were used and add them to your folder. Please indicate whether a workaround was used and, if so, under what conditions.
3. If you are shipping samples, circle the area on the proof, film or plate that displays the problem. If samples are not available, please note the coordinates of where the problem can be viewed in the Preview.
   Note: The CSC-PSS/PSM will advise you on where to ship samples.
4. Right-click your folder and select **Archive and Compress**.
5. Copy the newly created archived and compressed file (**.tar.Z**) to a CD or to the Creo FTP site.

Uploading Files to the Creo FTP Site

To upload files to the Creo FTP site:

- Use fetch or a similar application and upload the files to the location specified by your CSC-PSS/PSM.

Sending Brisque Files for Testing at Creo

To send Brisque files for testing at Creo:

- Create a new folder with your name and date, which also includes the Clarify or Clear Quest case number provided by the CSC-PSS/PSM, for example, Marsha122502 (case 12345). In this example, **Marsha** is the name, **122502** is the date (December 25, 2002), and the case number is in parentheses.

Sending Brisque Imposition Jobs

To send Brisque Imposition Jobs, do the following:

1. Drag the problematic Imposition Job onto the **Store** operation, and select the **Copy job** option.
2. Select the **local Brisque** as the destination, and be sure to include **marks**.
3. Move the **xxx.store** folder into your folder.
4. Copy the **Preps job**, **Preps template**, **Preps marks** (**.eps**), and the **Imposition Control File** (**ICF**) that was printed to Brisque into your folder.
   Note: The ICF is usually in the **Translate_ICF** hot folder and has a **.ps** extension.

Sending Brisque Jobs or Pages

To send Brisque Jobs or Pages, do the following:

- Copy the Brisque Job or Page into your folder.
  Note: If you followed the above Store operation procedure, the high-resolution RIPed Pages are in the “store” folder. Two copies of the high-resolution Pages are not necessary.

Checklist

Use the following lists to ensure that all the necessary files have been included in your escalation folder.

From the Brisque workstation, include the following:

- ☐ Imposition Job (the **.jtt** file used to create it)
- ☐ RIPed Job (the **.jtt** file used to create it)
- ☐ ICF (the **.jtt** file used to create it)
- ☐ Press format
- ☐ Media size
- ☐ Screen sets
- ☐ Excurves
- ☐ Tonerep curves
- ☐ Templates used

From the Macintosh computer, include the following:

- ☐ Preps job
- ☐ Preps template

- ☐ Preps marks (.eps)
- ☐ DTP documents
- ☐ Images
- ☐ Fonts
- ☐ Other relevant files

In all cases, include the following:

- ☐ A simple text or WordPad document that describes how to recreate the problem.
- ☐ The software versions used on the Brisque workstation and on the Macintosh computer (if applicable), including updates (listed in "More Info....").