

From mid Nov 2006, all emails to support@redback.com , will be handled by an automated Service Request (SR) tool.

Customers can create new service requests and update existing service requests by using the appropriate keywords in the subject of the email.

This new tool will help in the following tasks:

- Parse in-bound emails and create service requests automatically
- Send back an immediate acknowledgement with service request number (for new service requests)
- Update an existing service request
- Add attachments to a new or existing service request
- Automatically send notification to customer contact on all updates to a Service Request

Advantages to Redback Customers:

- Ability to create service requests automatically without the intervention of TAC engineers
- Receive an acknowledgement and service request number almost immediately and thus eliminate multiple emails or follow up
- Ability to add attachments and updates

To utilize this tool, all emails sent to support@redback.com, **will be required to follow a standard format. *Pl. refer "Create & Update Service Request" document for the format.***