



Support and Incident Management

help.sine.co

Summary

- The primary goal of the Incident Management process is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.
- Incident Management includes any event which disrupts, or which could disrupt, the Sine service. This includes events which are communicated directly by users through the Sine Service Desk/ live messenger.

Live Support

Any incidents are to be raised securely from within the Sine web account via the Sine live messenger service. We use Intercom.io for all live chat. This service is secure and sits separately from the actual Sine web application.

Sine will not respond to detailed/ client related queries from outside a logged in Sine Web session.



A screenshot of the Sine live chat interface. At the top, there is a dark blue header with a white speech bubble icon containing a right-pointing arrow. Below this, the text reads "Hi there 🙌" in white. Underneath, a smaller white text says "We're here to help anytime and our team will respond quickly. Self support is always available at help.sine.co." The main content area is white and contains three sections: "Start a conversation" with the subtext "The team typically replies in under 5m" and a row of six circular profile pictures of team members; a dark blue button with a white right-pointing arrow and the text "New conversation"; "Get a demo" with the subtext "Learn more about Sine. Book a demo or a call back." and a dark blue button with the text "Request a demo".

Incident Response Flow

1

The Sine customer response center will respond via live chat to the query only from queries made from within the Sine Web App

2

Incident responses shall contain information and guidance relevant to the incident reported

3

Incidents may also be referred to the Sine knowledge base at <https://help.sine.co>

4

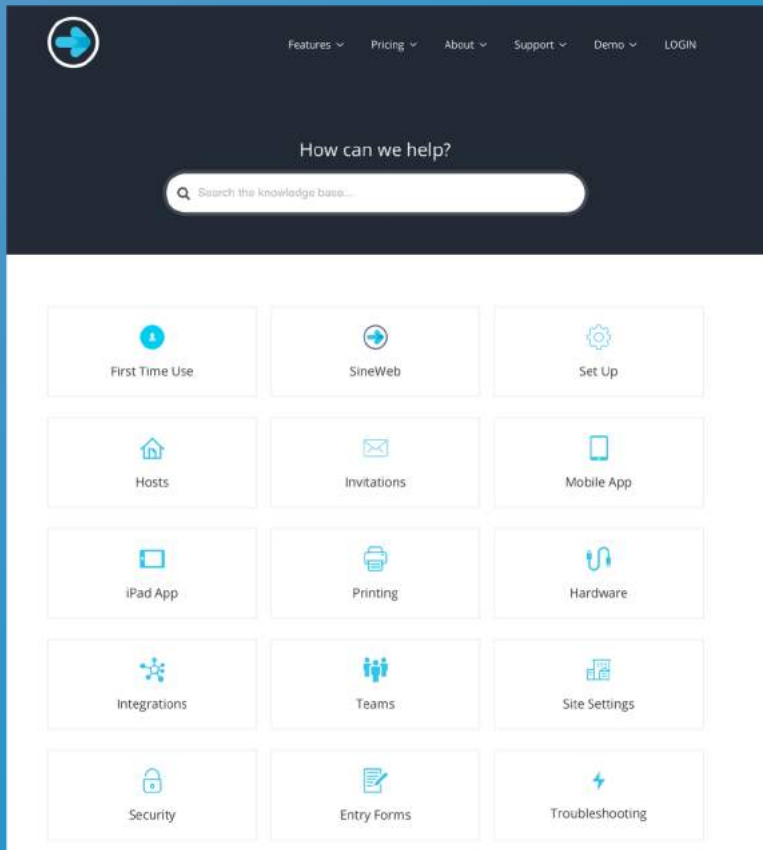
All incidents and responses will be stored against the messenger profile on the Sine Web account

5

Enterprise customers are also able to call and email support@sine.co

Sine Knowledge Base

help.sine.co



Incidents may also be referred to the Sine knowledge base at <https://help.sine.co>

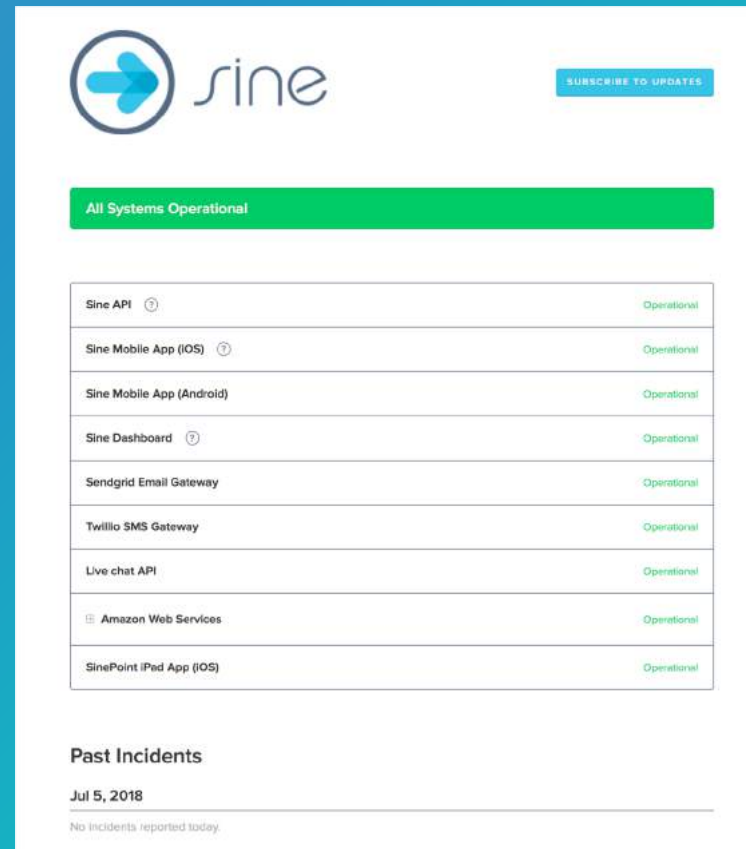
This is useful for instant resolution to incidents or queries.

Sine Status Page

status.sine.co

Please also see <https://status.sine.co> for all up to date incidents and a record of all past incidents which users can subscribe to for instant and real-time reports.

<https://status.sine.co>



The screenshot displays the Sine status page. At the top left is the Sine logo, and at the top right is a "SUBSCRIBE TO UPDATES" button. A green banner indicates "All Systems Operational". Below this is a table listing various services and their status.

Sine API	Operational
Sine Mobile App (iOS)	Operational
Sine Mobile App (Android)	Operational
Sine Dashboard	Operational
Sendgrid Email Gateway	Operational
Twilio SMS Gateway	Operational
Live chat API	Operational
Amazon Web Services	Operational
SinePoint iPad App (iOS)	Operational

Past Incidents

Jul 5, 2018

No incidents reported today.



Get in touch



info@sine.co



Sinehelp



Call us in your area...



+61 8 8121 5956



+44 2 07097 8866



+19 1 7310 3522



+35 3 1254 9512

Global 24hr Support

About Sine

Sine is workplace solutions platform.

Sine operates in cities around the globe, providing visitor, contractor, and staff management services to thousands of companies worldwide. Our clients come from the education, construction, industrial, corporate, and medical sectors, just to name a few.

We have operations in London, Dublin, New York, the Philippines and Adelaide, South Australia is our HQ.

sine.co

