Booker experiences technical difficulties at the gate

BOOKER

Issue resolved or alternative solution offered.

If alternative solution offered, Tennis Club contact calls Tennis NZ Support to continue troubleshooting issue

Is there a contact at the Tennis Club?

NO

Tennis NZ Support details are in the booking confirmation email

Booker calls Tennis NZ Support: 09 905 3131

YES

TENNIS CLUB

Tennis Club contact calls Tennis NZ Support 09 305 3131

Tennis Club contact checks booking details then lets player(s) onto the courts

Is the Tennis Club happy to pay Insight EDS call-out fee? After Hours & Weekends: $310+GST Public Holidays: $650+GST

NO

YES

NO

Has the Tennis Club contact resolved the issue?

YES

Issue Resolved

YES

Alternative solution offered to the Booker

NO

Tennis Club contact calls Tennis NZ Support to confirm they are happy to wait for standard support hours

TENNIS NEW ZEALAND

Tennis NZ calls Booker & Tennis Club informing them issue is resolved

New or exisiting software or hardware Issue?

Tennis NZ Support receives call

HARDWARE

SOFTWARE

Tennis NZ contacts ClubSpark Support

NO

Is the issue happening out of hours (5 pm to 9 am) or on a public holiday?

YES

Tennis NZ Support contacts Tennis Club contact to see if they are happy to pay the Insight EDS call out fee

Tennis NZ Support calls Insight EDS Support

Tennis NZ Support contacts Booker and/or Club to explain timeframes to resolution Tennis NZ Support continues to work with vendor

SOFTWARE

HARDWARE

INSIGHT EDS

Insight EDS Support calls Tennis NZ Support

NO

Resolved?

YES

Insight EDS Support troubleshoots issue

CLUBSPARK SUPPORT

ClubSpark Support calls Tennis NZ Support

YES

Resolved?

NO

ClubSpark Support troubleshoots issue