

FEBRUARY 2025

ECARES TRAINING FOR ECD REGISTRATION DRIVE BRONZE REVIEW & APPROVAL

PROVINCIAL AND DISTRICT EDUCATION OFFICIALS
USER SUPPORT CONTACTS AND SUPPORT LEVELS



SUPPORT OVERVIEW

END USERS

Individuals who are registered on the system are the end users. End users should reach out to the eCares champions in their district whenever they have queries related to the system or project.

Information needed when logging a request:

- Name and Surname
- Name and Reference of ECD you are working with
- Screenshot/video of issue where system related
- Full description of the issue or question

CHAMPIONS PED & CHAMPIONS WHATSAPP GROUP (FIRST LINE SUPPORT)

The District eCares Champions (First Line support team) are responsible for assessing each request received by their end-users to determine whether it can be resolved on their end or whether it should be directed to the WhatsApp Bana Pele team.

The WhatsApp team will respond to queries raised on the WhatsApp group.

If there are system technical related issues these will be directed to Mezzanine.

Information needed when logging a request:

- Champion Name and Surname
- Name and reference of ECD working with if not general question
- Screenshot/video of issue where system related
- Full description of the issue or question.

MEZZANINE (SECOND LINE SUPPORT)

Mezzanine support desk offers second line support. If the issue remains unresolved after the champions and WhatsApp support have engaged with the end-user, the issue is then escalated to the Mezzanine Support team via the support channels.

- Mezzanine Support will provide feedback to the champion, and the champion will in return engage with the end user when the issue is resolved.
 - Bugs/Issues
 - Configuration assistance
 - Technical tasks

FIRST LINE SUPPORT – ISSUE LOGGING PROCESS

FIRST SUPPORT OVERVIEW

- *First Line Support is provided directly to the PED end-users.*
- *A district champion should be identified who will be added to a WhatsApp group where MRD queries can be raised.*
- *The training manager will identify a group of individuals (Knowledge Experts) who will be responsible for queries such as:*
 - *Removal, adding or editing of end user details on the system*
 - *Training related queries*
 - *Process related queries*

ISSUE LOGGING PROCESS

The requester send requests to the

- *WhatsApp support channel*

When logging questions on the First line Support WhatsApp group, the requester should include the ECD name they are working on (if not a general process question), the name and surname of the end user who is experiencing the issue as well as a detailed description of the issue at hand.

FIRST LINE CONTACT DETAILS

Email: banapele@dbe.gov.za

WhatsApp “Hi” to: +2787 725 2059

The Department of Basic Education may call you back with support from the following phone number: 010 476 1004.

MEZZANINE SUPPORT PROCESS SECOND LINE

SECOND LINE SUPPORT OVERVIEW

Once requests are received from the first line support, the priority and nature of request are assessed.

- The Agent will resolve issues with the requester should no Developer involvement are required and close the ticket after the solution has been implemented and shared with requester.
- Should Developer investigation be required (System bugs etc.) the Mezzanine Support agent will then log the query with the Developers via the JIRA process.
- Once a resolution is implemented, the Support Agent will notify the requester of the solution.
- The champion will provide final resolution/ feedback to the end user.

SYSTEMS/ TOOLS USED



TICKET LOGGING PROCESS

The requester send requests to one of the support channels

- Email
- Whatsapp
- Zendesk Client Interface

When logging tickets with Mezzanine Support, the requester should include at least one mobile number, ECD name and reference number; name and surname of the end user who is experiencing the issue as well as a detailed description of the issue at hand.

SECOND LINE SUPPORT CONTACT DETAILS

Email:

support@mezzanineware.com

WhatsApp:

+2771 689 4311

Landline:

021- 880 2222



THANK YOU.



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Department:
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