VertiGIS Support Portal

QUICK MANUAL – For Value Added Resellers (VARs)

Version

CONNECTMASTER-SUPPORT PORTAL_Quick Manual_VAR Users_English_V1.0

Publisher

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Technical Support

As a **ConnectMaster Partner** you can use the following support channels:

SUPPORT PORTAL	Language
https://support.vertigis.com	EN, DE, FR

EMAIL	Language
connectmaster-support@vertigis.com	EN, DE, FR

PHONE		Lang.	Hotline-Phone
EUROPE	Austria	DE	+43 59 908 100
	Switzerland	DE	+41 31 561 54 95
		FR	+41 31 561 54 50
	Germany	DE	+49 898 3931 5200
	Other Countries EUR	EN	+49 898 3931 5200
ASIA & PACIFIC	Australia	EN	+61 386 760 735
	Other Countries APAC	EN	+61 386 760 735

As a **client of an authorised ConnectMaster partner**, please send any technical support enquiries to your responsible partner support representative.

Content

1 PREREQUISITES 2
1.1 CUSTOMER-ACCOUNT 2
1.2 SERVICE-DESK 2
1.3 PROCESSES IN PLACE 2
2 STARTING PAGE 2
3 SUBMIT A REQUEST 2
3.1 OPEN AN INCIDENT 2
3.2 OPEN A HELP REQUEST 3
3.3 STATUSES OF SUPPORT CASES 3
4 COMMUNITY 4
4.1 PRODUCT IDEAS 4
5 OVERVIEW OF YOUR CASES 4
6 HELP CENTER 4
7 QUESTIONS – MORE INFO? 4
8 APPENDIX 5
8.1 SEVERITY-LEVELS AND SERVICE TARGETS 5
8.1.1 Service Times and Time Definitions 5
8.1.2 Service-Targets 'Incidents' 5
8.1.3 Service Targets 'Help Requests' 5
8.1.4 Service Targets 'Product Ideas' 5

1 Prerequisites

1.1 Customer-Account

To use the Support Portal, you need an user account.

If you do not have an account, please send an email to connectmaster-support@vertigis.com or sign-up in our support portal https://support.vertigis.com.

Remark: Based on the ConnectMaster standard maintenance contracts a maximum of two support portal users per customer will be accepted as default

1.2 Service-Desk

To process your service requests VertiGIS provides a service desk.

This service desk is divided into groups with regional support responsibility and functional specialization levels (1st, 2nd and 3rd level).

When you open a new service request or VertiGIS opens it for you, you will receive a registration e-mail and get a contact person (Case-Manager) assigned to your case.

1.3 Processes in Place

Currently you can open the following types of support requests:

- Incident

  Report a disruption in the operation of the software, which was probably caused by an error in the software Connect Master®. The Incident Management process is then used to resolve these unforeseen interference by a workaround or a fix (patch in the event of a software error) as soon as possible in compliance with the service level agreement, if the causes are within the control of VertiGIS.

- Help-Request

  Here you can ask questions regarding operation and usage of the software. The prerequisite is that you have completed the Connect-Master® training program and the questions go beyond the content of the training courses and manuals.

  Please understand that we will conduct 'bigger' requests as 'projects' and you will be contacted in this case by our sales representative.

  Remark: In our support system a Help Request is treated like an Incident marked by a certain status "NORMAL"

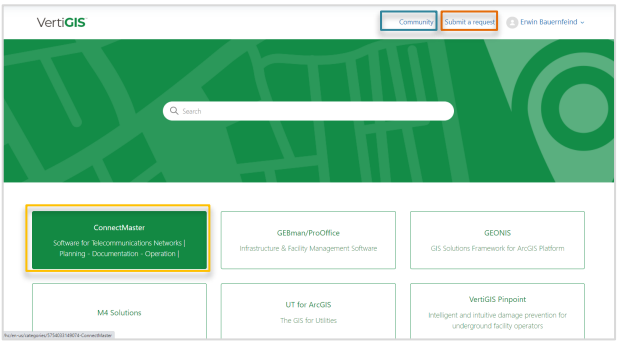
- Product Idea

  VertiGIS is very interested to know the practical experiences and requirements of its customers. So you can post requirements or ideas on missing / new features to be supplemented in Connect-Master®, share your thoughts with other community users and vote for other ideas.

  We will check them and make a decision if and when to include in our product development plan. We ask for your understanding, that in this process we will not predict or commit definitive delivery dates (apart from individual exceptions). There is no obligation for VertiGIS to implement product ideas as long as there is no contractual agreement in place. Please also consider the Guidelines for our Product Ideas community.

2 Starting Page

After haven signed in to https://support.vertigis.com, you will reach the starting page:



Now have three options:

1. Submit a request → Incident, Help Request
2. Community → Product Idea
3. Helpcenter → Get more information

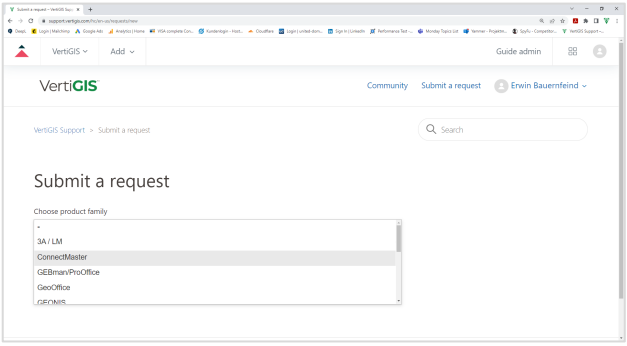
3 Submit a request

By use of the same case form you can open either an Incident or an Help Request.

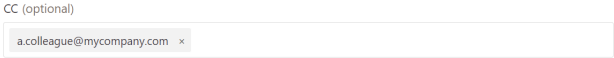
3.1 Open an Incident

You start with [**Submit a request**]

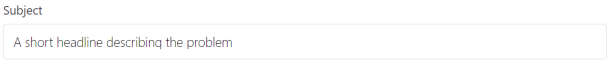
Select as Product Family: ConnectMaster



In next step you can put a colleague on cc and he will be informed after the new case was opened.



Please enter a catchy header for your problem.



Please enter the details of your request.

Description

1. In which area of ConnectMaster I've identified the problem?
2. Which workflow did you want to process?
3. What is the result you are nor happy with?
4. Which correct result would you have expected?

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Next please enter the product group the request belongs to …

Product group

- ConnectMaster
- ConnectMaster Interfaces & DSE Manager
- ConnectMaster Online

… and your ConnectMaster Version and the full Build number

Version

- 7.00.01
- **7.00.00**
- 6.76.25
- 6.76.24
- older

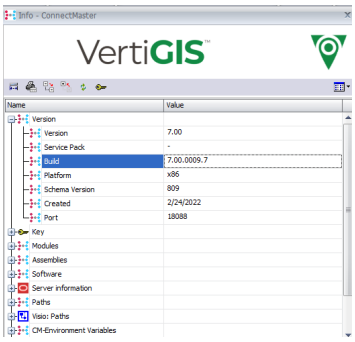
Build (optional)

7.00.0009.7

Please enter the full version number.

Remark: For Business Impacts CRITICAL, MAJOR and MEDIUM this is a crucial information for us. If it's not stated, our agents will definitely ask for it. so you can save time stating it from the beginning, thanks!

You find the full version number in the ConnectMaster Info-Menu at the entry: Build



As a Reseller it is **mandatory** that you tick on the field "Reseller".

Reseller (optional)

☑ Are you a reseller?

Select your company from the list of ConnectMaster Resellers

Reseller Name (optional)

- GQI Gibson Quai International
- NETCON Consultoria e Engenharia Ltda.
- NETCON LLC
- SIGGIS
- SPA GEO
- SPESYS KB

Please enter your own ticket number, if available.

Now a hidden field appears where you can select your ConnectMaster End-User concerned.

End User (optional)

- -
- Acesso Telecomunicações Ltda Me.
- Adylnet Telecom
- Algar Telecom S/A
- AMERICAN TOWER ARGENTINA
- AMERICAN TOWER Do Brasil Comunicacao Multimidia LTDA

Please enter your own ticket number, if available.

Remark: For a specific problem please always select the respective End-User.
If it's a general problem not assignable to one End-User select "-"

You can state the ticket number of your support system as a cross reference.

Customer Ticket Number (optional)

Please enter your own ticket number, if available.

Select the suitable Business Impact. For an "Incident" use the levels: MEDIUM, MAJOR, CRITICAL

For MAJOR and CRITICAL please tell us the reason, why you have chosen this.

Business Impact

MAJOR (A major feature has stopped working)

Reason

Module Geo Mapping has crashed and now shows very poor performance

Please state the reasons for your chosen business impact.

Finally you can add some attachments to better illustrate the problem.

Attachments (optional)

Add file or drop files here

3.2 Open a Help Request

It's a very similar procedure like for an Incident (see above) with one important difference. To mark a case to be a "Help Request" please select in the field "Business Impact" the severity NORMAL:

Business Impact

NORMAL (Question about how to do something)

3.3 Statuses of Support Cases

The process for Incident/Help Request is using a few but important statuses:

Open	▪ The case has been registered ▪ The VertiGIS agent took over the case ▪ The VertiGIS agent is working on the case ➢ The VertiGIS agent is in the responsibility to continue processing the case.
Awaiting your reply	▪ The VertiGIS agent needs more information from the customer to be able to proceed ➢ The customer is in the responsibility for carrying out required activities. The VertiGIS agent is waiting for feedback from the customer. Remark: o After 7 days, the customer will get a reminder email. o After another 7 days (in total 14 days) the case is set to the status "Solved".

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Solved	• The request was solved/answered. ➢ The VertiGIS agent or the customer sets the ticket to "Solved". Remark: o After 28 days, the ticket gets closed by the system automatically and can no longer be edited.

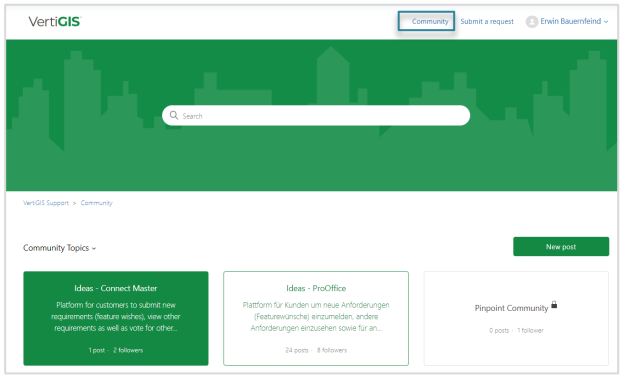
4 Community

As a user of the VertiGIS support portal, you are automatically a member of the VertiGIS customer community. By this you have the possibility to use the community services related with ConnectMaster.

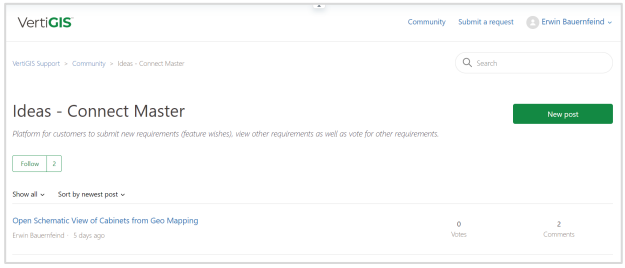
4.1 Product Ideas

The ConnetMaster Product Ideas are the first community service being offered. See also 1.3 Processes in Place

You start with [**Community**] …



… then select [**Ideas – ConnectMaster**]

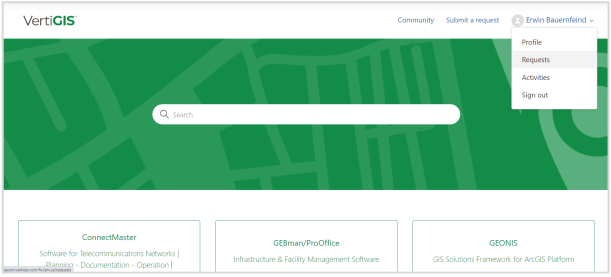


Here you can see the existing Posts (= Ideas), vote for them or open your own new Product Idea.

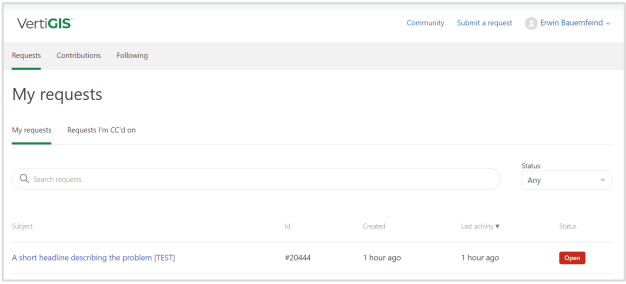
Remark: Please consider our Community Guidelines and the Template how to write meaningful Posts. Thank you very much!

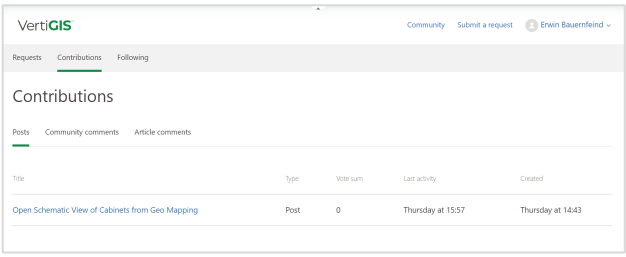
5 Overview of Your Cases

You can achieve an overview of your cases by checking out the menu "Requests" in your personal menu area.



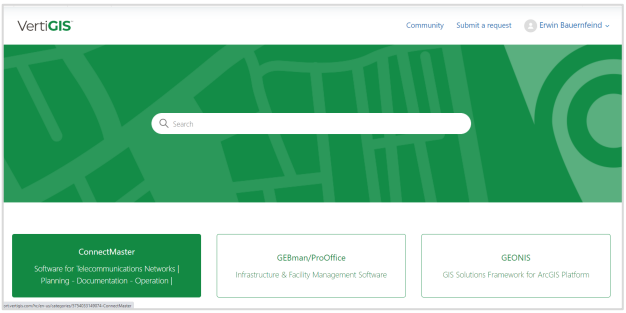
A screen will appear, where you either see your Support Requests (Incident, Help) or your Product Ideas:





6 Help Center

When you select the [ConnectMaster] tile at the Starting Page, you reach the ConnectMaster Help Center.



You reach the ConnectMaster Help Center Page with helpful information and download possibilities.

This is currently under construction and will be switched live successively.

7 Questions – more Info?

If you still have more questions or need help in the application of our VertiGIS Support Portal, please contact: connectmaster-support@vertigis.com

8 Appendix

8.1 Severity-Levels and Service Targets

The figures in the table show the VertiGIS internal service targets (statistical average) for the product ConnectMaster and are not a commitment and intended for information purposes only. Changes remain at the sole discretion of VertiGIS.

Primarily, the individual contractual agreements apply.

8.1.1 Service Times and Time Definitions

Service Times	
ALL Customers (excl. APAC)	• Normal Business Hours • Timezone: (UTC+01:00+Summertime) Berlin, Bern, Wien • Monday to Tuesday: 08.30 to 17.00 • Friday: 08.30 to 13.00 • Public Holidays excluded: Germany/Sachsen (Support Center Dresden)
APAC Customers	• Normal Business Hours • Timezone: (UTC+10:00+Summertime) Canberra, Melbourne, Sydney • Monday to Thursday: 09.00 to 17.00 • Friday: 09.00 to 16.00 • Public Holidays excluded: Australia/Victoria (APAC Support Melbourne)

Time Definitions	
Reaction Time	Time from registration of a case in the Support Portal until the first qualified feedback to the customer
Processing Time	Time from registration of a case in the Support Portal until a fulfilment is reported to the customer or published to the customer community
Measuring Method for Time Duration: The Reaction- and Processing Time are measured as duration. The following time periods are excluded from the calculation of the duration: ▪ Outside Service Times ▪ A case is set to ‚Pending', which means, the responsibility for carrying out required activities lies with the customer ▪ A case is set internally to "On Hold", which means, the responsibility to perform required activities is outside the sphere of influence of VertiGIS	

8.1.2 Service-Targets 'Incidents'

Standard Severity-Levels 'Incident' [Business Impact]	
CRITICAL	Entire product does not work
MAJOR	A major feature has stopped working
MEDIUM	A feature is no longer working

Service-Targets 'Incident'			
Severity	Reaction-Time	/	Processing Time
CRITICAL	2 Business-Hours	/	2 Business-Days
MAJOR	2 Business-Days	/	8 Business-Weeks
MEDIUM	2 Business-Days	/	12 Business-Weeks

8.1.3 Service Targets 'Help Requests'

Standard Severity-Levels 'Help Request' [Business Impact]	
NORMAL	Question about how to do something

Service-Targets 'Help Request'			
Severity	Reaction-Time	/	Processing Time
NORMAL	1 Business-Day	/	5 Business-Days

8.1.4 Service Targets 'Product Ideas'

No standardized service goals are applied in this product management process.

Please refer to the Product Feedback Guidelines in our Support Portal.

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