

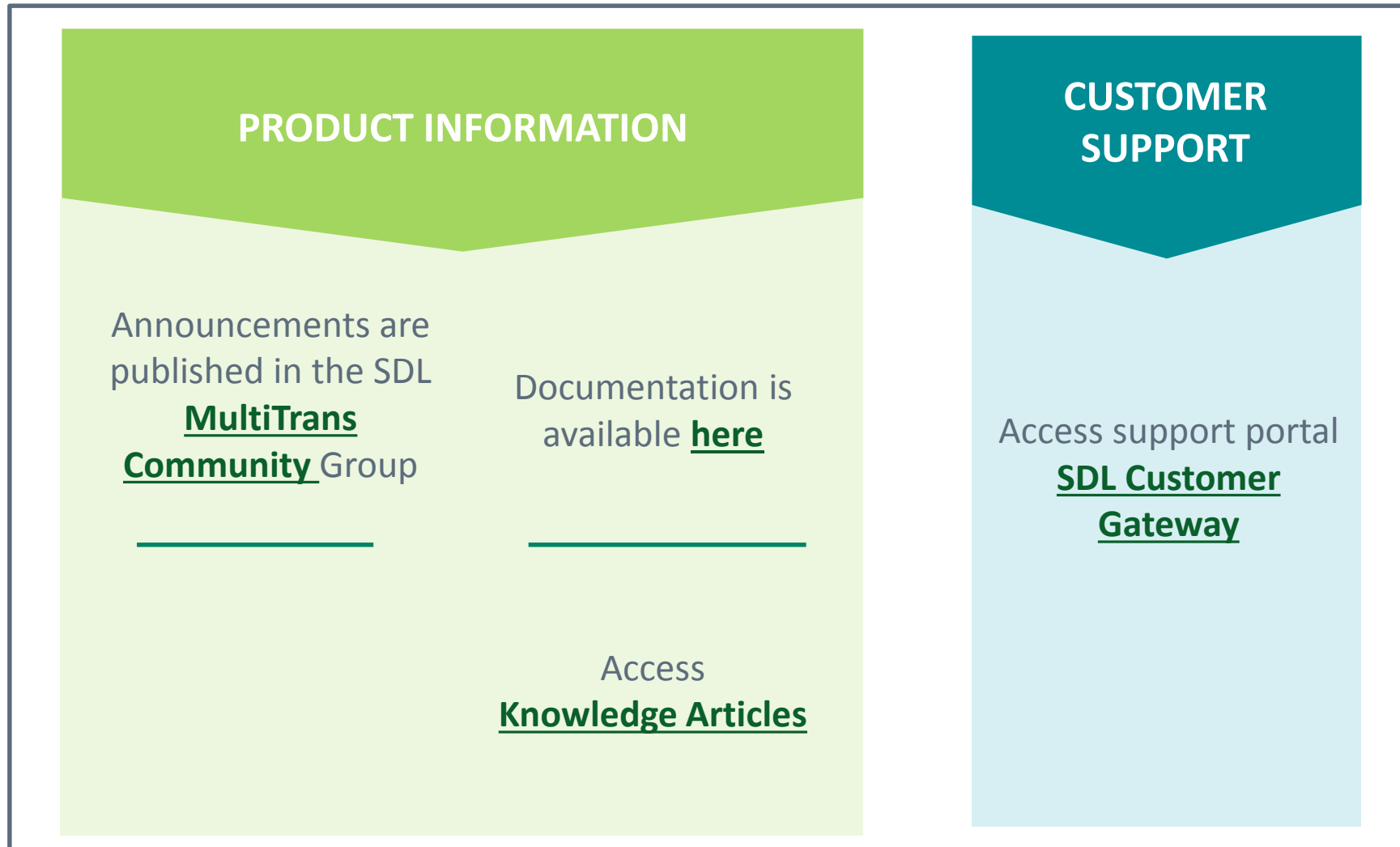
Customer Onboarding Handover to Support

Agenda

- Platform Support Resources
- Benefits of the Support Portal
- Engaging With Support
- SDL Community
- Live Demo



SDL MultiTrans Support Resources



Support Portal Benefits

- Simplified case logging with an easy “Log a Case” button
- Ability to identify case urgency & impact
- Faster case routing to relevant and knowledgeable Support Engineer
- Enhanced My Support page providing case visibility view - open and closed cases, search for case information
- Self-serve capabilities with article ‘suggestions’ while logging a case; and access to SDL Product documentation

Logging a Support Case – What to Include?

- Please note the version of software and environment
- Is issue in multiple environments? i.e. Production, Dev, Test
- If possible, please list steps to reproduce
- Attach screen shots/text of any windows containing an error message
- If files are too large to attach to your case, please upload to FTP site and note in the case where you have uploaded them, as well as the names of the file(s)
- If a working session is needed, please coordinate resources that are able to access servers, files, Web GUI, and client tools

Priority Definitions

- Priority is used by SDL Customer Support to ensure responses are made within the appropriate timeframe.
- The definitions of **Service Level Agreements (SLA)** are based on Impact and Urgency, which together determine Priority.
- Response SLAs apply to **production machines**; we ask that you use a priority of P2 or lower for service requests for non production machines.

P1 - CRITICAL	Issue is extensive/widespread affecting an entire critical business process or the Client is not able to conduct core business functions. There is no acceptable workaround. Potential loss of mission critical data.
P2 - HIGH	Business is interrupted, causing work to slow or stop. Problem prevents use of tool soon to be on Client's critical path and there is no acceptable workaround.
P3 - MEDIUM	Users can continue to conduct business. Problem interferes with normal completion of work or tasks are more difficult but not impossible to complete. Problem impairs work but does not prevent use of tool, and there is an acceptable workaround.
P4 - LOW	Problem effects productivity but is a minor inconvenience; an acceptable workaround may exist.

Assigned priority based on values for impact and urgency					
Priority Matrix		Impact			
		1. All Users / No Workaround	2. Some Users / No workaround	3. All Users / Workaround In Place	4. Some Users / Workaround In Place
Urgency	1. Critical	CRITICAL	CRITICAL	HIGH	HIGH
	2. High	HIGH	HIGH	HIGH	MEDIUM
	3. Medium	MEDIUM	MEDIUM	MEDIUM	LOW
	4. Low	MEDIUM	MEDIUM	LOW	LOW

Escalation Process



SDL Support Representative:

Within the SDL Customer Gateway open the case, click “Request Escalation” and enter the reason in the comment box.

The Support Case Owner and the Support Manager of that team will be notified of the escalation request.

1

2

3

Global Client Services Leadership Team:

If the case remains unresolved and may breach or has breached certain service level commitments, the Customer and/or Support Manager may request escalation to the Global Client Services Leadership Team. Email: gcs.leadership.team@sdl.com

Email

supportmanagers@sdl.com

If further escalation is required, send an email referencing your case number and reason for escalation.

Global Customer Support – MultiTrans

Region 1: NORTH AMERICA /
SOUTH AMERICA (NASA)

○ Montreal

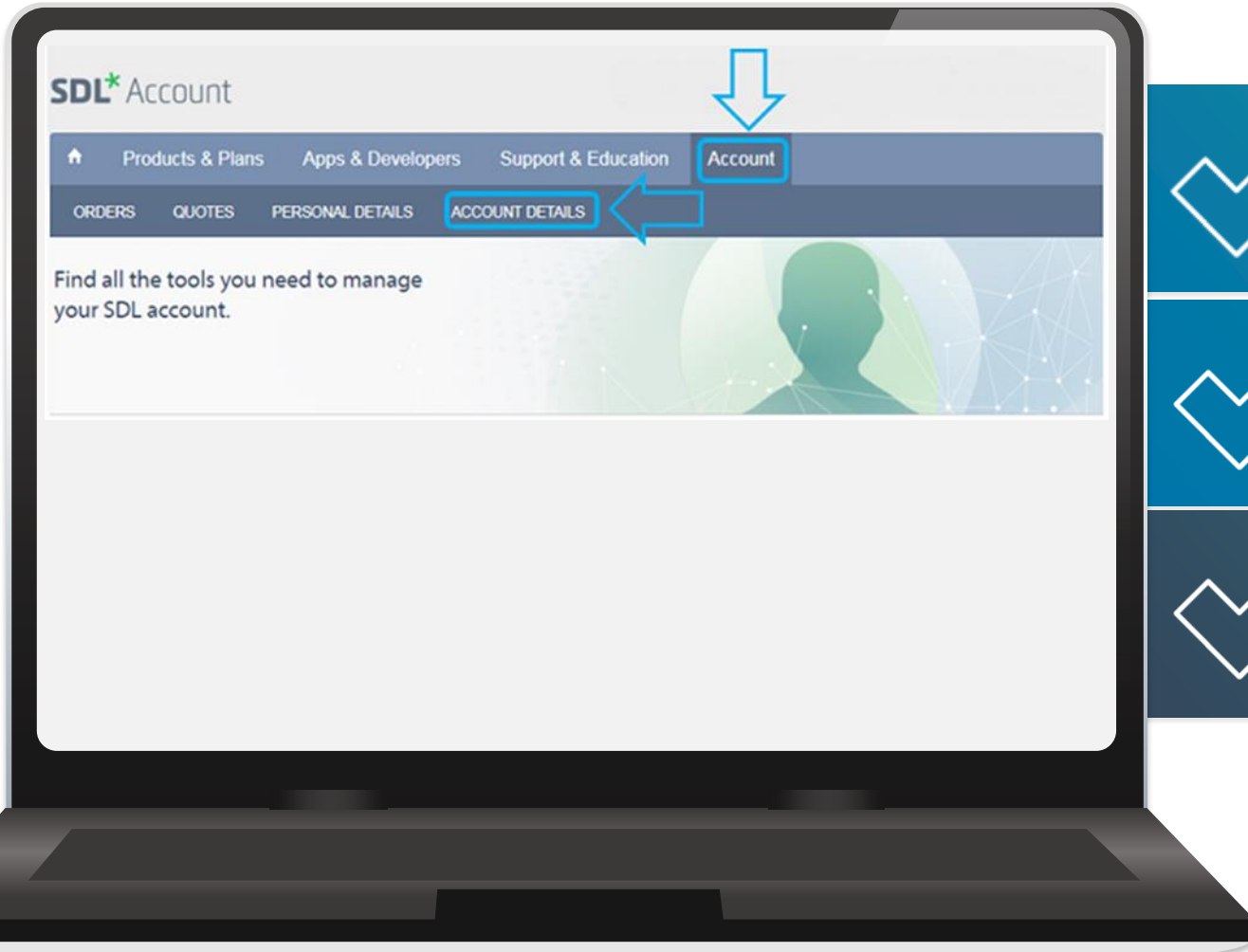
NASA Support Hours:
9am – 5:30 pm Eastern Time

Region 2: EUROPE (EMEA)

○ Sheffield

EMEA Support Hours:
09:00 to 17:30 Central European Time

Managing Support Contacts in your SDL Account



Your company has a valid Support and Maintenance Agreement with SDL and you would like to set up a new contact, or amend an existing contact for your My SDL Account and the SDL Support Portal.



You need to be an administrator for the account to be able to make changes to other users than yourself. You can check who your administrators are via Account Details in your SDL Account.



New support users will receive an automated email with login link once they are added. They will also need to complete the GDPR form presented to them upon login.

Managing Support Contacts tutorial can be found [here](#)

SDL Community



FORUMS

- Interact with Peers
- Post and Reply to Questions

UPCOMING EVENTS

SDL offers number of online and offline events for our audience to attend. Go to the events page to find the list with events for the coming weeks.



SPECIAL INTEREST GROUPS

- Open Groups
- User Groups
- Customer Groups
- Product Enhancement Requests

DEVELOPER CENTER

- Tridion Docs Developers
- Tridion Sites Developers
- Media Manager Developers
- Xopus Developers
- Language Developers



RESOURCES

- Documentation
- Support
- Training

Join [SDL Community](#)

THANK YOU

MULTUMESC
MAAKE
GRAZIE
MATONDO
ASANTE
OBRIGADO
MATONDO
KILITOS
WELALIN
VINAKA
TAMATI
SAURAU
MUCHAKKERAM
NIRRINGRAZZIAK
MUCHAKKERAM
OBRIGADO
SPASIBO
WELALIN
MUL
MOL
MERC
GRATIAS
MATURNWUN

MATURNWUN
GRAZIE
NIRRINGRAZZIAK
MERC
WELALIN
MULTUMESC
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MATONDO
VINAKA
MUCHAKKERAM
WELALIN
VINAKA
TAMATI
SAURAU
MUCHAKKERAM
NIRRINGRAZZIAK
MUCHAKKERAM
OBRIGADO
SPASIBO
WELALIN
MUL
MOL
MERC
GRATIAS
MATURNWUN
MAAKE
SPASIBO
MATONDO
KILITOS
WELALIN
VINAKA
TAMATI
SAURAU
MUCHAKKERAM
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SPASIBO
WELALIN
MUL
MOL
MERC
GRATIAS
MATURNWUN

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Software and Services for Human Understanding

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