

Resonate

Technical Support Guide



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Mission Statement

Our Mission Statement

We are committed to providing our customers with world-class technical support 24 hours a day, 7 days a week. We see all problems as challenges, and strive to provide our customers with the best possible customer service. Resonate Technical Support will go above and beyond what is necessary to resolve your issues.

Resonate Technical Support Guide

Your Road Map to Support for Resonate Products

It is our pleasure to welcome you to Resonate Technical Support. The *Resonate Guide to Technical Support* contains information you should know if you ever need Technical Support for your Resonate products.

Just the Basics

To contact Resonate Technical Support, please use one of the following methods:

- Phone – 877-Resonate or 1-408-548-5600 for international customers.
- Email – support@resonate.com.
- Web Support – www.resonate.com/support

Resonate Technical Support Offerings

Resonate is committed to providing customers with technical support expertise to help ensure the uptime of their mission-critical applications.

Resonate Technical Support Offerings

For support pricing or to purchase technical support, please contact Resonate Technical Support.

- Phone – 877-Resonate or 1-408-548-5600 for international customers.
- Email – support@resonate.com.
- Web Support – www.resonate.com/support

Standard 24x7 Support

Requires a current support contract.

With our standard 24x7 support, you will receive the following support:

- Telephone Support – 24x7 telephone support with live call pick-up on weekdays from 6:00 AM to 6:00 PM Pacific Time, excluding Resonate holidays. Outside of these hours, a Resonate Technical Support Engineer will be paged and will respond to you within thirty minutes.
- Email Support – During business hours you will be able to interact with our Technical Support Engineers via support@resonate.com. This is useful for low priority cases or for sending in large amounts of data such as log files, configuration files, and so forth.
- Web Support – Our web site offers useful information and tools aimed at helping you administer your Resonate deployment.
 - Downloads – Download and install updated software.
 - Documentation – Download and read current user guides and release notes.
 - Support bulletins – Receive information about interesting workarounds discovered by our Support Engineers.
 - Knowledgebase – Search our document repository for troubleshooting information.

- Problem Report Form – Initiate a technical support case through a form.
- “My Support Cases” – Create, view and update your current cases through the web.
- Software Updates – You will receive access to all software modifications designated by Resonate as bug fixes, patches, or updates, and updates to the relevant documentation.

Premier On-Site Support

Requires Standard 24x7 Support.

In addition to the Standard 24x7 Support features, you will receive the following support:

- On-Site Support – You may request an on-site Support Engineer be dispatched to your site to troubleshoot an existing problem. The Support Engineer will arrive on-site within 48 hours of escalation by the Resonate Technical Support Center. The Support Engineer will remain on-site until the issue has been resolved. Travel and expenses are billed separately at actual cost.
- Assigned Phone Support – To ensure consistent levels of support, two named Technical Support Engineers will be assigned to your company. When contacting Technical Support during business hours, you will be put in touch with your assigned Support Engineer.
- Unlimited On-Site Visits – You are entitled to unlimited visits for the extent of your contract.

How Resonate Manages Technical Support Cases

Resonate Technical Support records and tracks every question or request for assistance that we receive. Each request becomes a case with a unique case number. The case number lets Resonate prioritize and track your problem.

Note

Be sure to record each case number assigned to you. You will need to refer to it in all correspondence concerning that case.

Before You Report a Technical Support Problem

You should gather as much information as possible before calling Resonate Technical Support.

Please provide us with the following information:

- Product Name and version (for example, Central Dispatch version 3.1)
- Platform (hardware and operating system) on which the Resonate software is running (for example, Solaris 8 on a Sun Ultra 10 with 128 Mb of RAM)
- Priority of the problem (from P1 to P5-read the section Priority Levels for an explanation of these codes)
- Description of the problem (including error numbers, error messages, and the circumstances under which problem occurred, including the events and actions leading up to the problem)
- Any additional information that might be available (such as log information)

Reporting a Technical Support Problem

To contact Resonate Technical Support, please use one of the following methods:

- Phone – 877-Resonate or 1-408-548-5600 for international customers.
- Email – support@resonate.com.
- Web Support – www.resonate.com/support

Priority Levels

When reporting a problem, you need to indicate its priority with one of the following codes:

- **P1 Urgent problem** – Your site is down. Critical functions cannot be performed.
- **P2 Serious problem** – You are experiencing a problem that is causing a severe loss of service.
- **P3 Problem** – You are experiencing a problem that is causing a minor loss of service. The problem is an inconvenience.
- **P4 Minor problem** – All other problems. The inconvenience is slight, and can be tolerated.
- **P5 Request for enhancement** – You are requesting a new or improved feature in our software.

Technical Support Response Levels and Times

Resonate Technical Support responds to your problem in three phases:

- Stage 1 – Resonate acknowledges receipt of the problem through written or verbal communication and assigns the problem a case number. If Resonate disagrees with or has questions about the priority you have given the problem, we will note this and discuss with you what the appropriate priority should be.

How Resonate Manages Technical Support Cases

- Stage 2 – Resonate provides a temporary fix or workaround using electronic mail or other appropriate method. If Resonate cannot reproduce or diagnose the problem, we may ask you for more information or suggest you do certain things to help us diagnose the problem.
- Stage 3 – Resonate provides you with a software patch, a software update, a new release of the software or revised documentation. If Resonate cannot reproduce or diagnose the problem, the case may be further escalated.

The priority of a problem report determines our response times as follows:

Priority	Stage 1	Stage 2	Stage 3
P1	1/2 hour	Continuous effort by both parties	Next minor release
P2	1/2 hour	Continuous effort by both parties	Next minor release
P3	1 hour	n/a	By mutual agreement
P4	1 hour	n/a	By mutual agreement
P5	1 hour	n/a	By mutual agreement

Please Note:

- The response times listed above do not include the time Resonate spends determining whether the reported problem is being caused by a defect or error in the Resonate product or is actually a problem specific to your site.
- After-hours emails are handled at the start of the following business day.
- After-hours web submissions are handled at the start of the following business day.

- Some issues may not require a fix in Resonate Software; therefore the problem never reaches Stage 3.
- All response times may vary due to circumstances out of our control such as natural disasters, power outages, etc.

Resolving Your Case

Technical Support Engineers may read case notes and do a preliminary investigation before contacting you about your case. How quickly Resonate responds varies according to the priority of your case and the terms of your Resonate Support Agreement.

Closing a Case

A case is closed when you and your Technical Support Engineer agree that a resolution has been reached. If a problem reoccurs, the original case may be reopened at any point.

Escalating Your Problem

Resonate recognizes that customers sometimes encounter critical problems that require a higher level of service. Resonate has established an effective process to support these situations.

Scenario 1

When you call in with a P1 or P2 case, your call is immediately escalated to a Level II Support Engineer. In addition, the Technical Support Manager and Director of Customer Care are notified. If there is no resolution within 30 minutes of receipt of the call (60 minutes for a P2 case), Engineering is immediately pulled into the call.

Scenario 2

If you have a pending case and are no longer satisfied with the current level of support, you may ask your Technical Support Engineer to escalate your case.

Once the Technical Support Engineer escalates your case, he or she marks the case as escalated in our problem tracking system and reviews your problem with the Technical Support Manager. The Technical Support Manager will decide on the best plan to resolve your case.

Customer Satisfaction Surveys

From time to time we send a satisfaction questionnaire to a selected group of customers who have logged problems with Resonate Technical Support. We ask customers to evaluate how well we performed in resolving their case. Your feedback is very important to us. If you receive a questionnaire, please take a few minutes to complete it and return it. Resonate uses this feedback to make certain that our Technical Support Department continues to meet your needs.

