



WebApp User Training

The Technology Vendor Support Alliance

TSANet is a not-for-profit global collaborative alliance consisting of **900+** companies working together to improve their shared customers' support experiences.

CITRIX®

Red Hat

Microsoft

NUTANIX

NetApp®

DELLTechnologies

CISCO™

vmware®
by Broadcom

Hewlett Packard
Enterprise



ACTIAN™

UiPath™

IBM



Google

salesforce

MICRO FOCUS



BROADCOM®

Lenovo

ORACLE®

veeam

rubrik

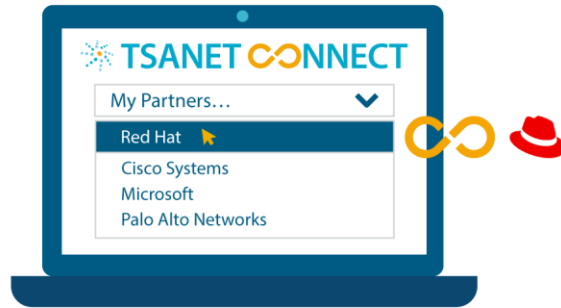
paloalto®
NETWORKS

VERITAS®




HUAWEI

Member Benefits...

Multi Vendor Collaboration






A simple solution that improves:

-  Customer Experience
-  Partner Relationships
-  Employee Satisfaction

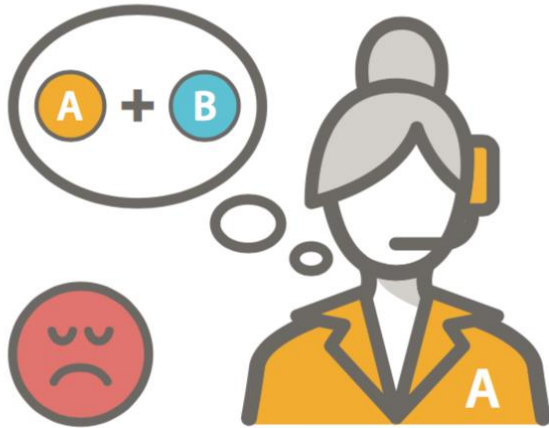
Support Community



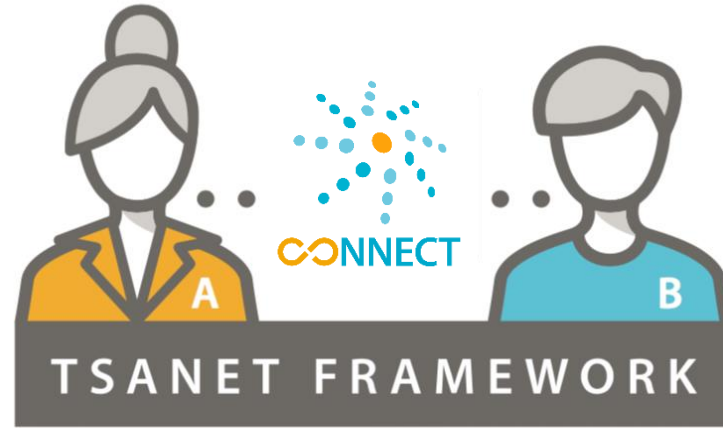
Join a Regional Focus Group to:

-  Network with Industry Peers
-  Improve Support Processes
-  Share Technical Knowledge

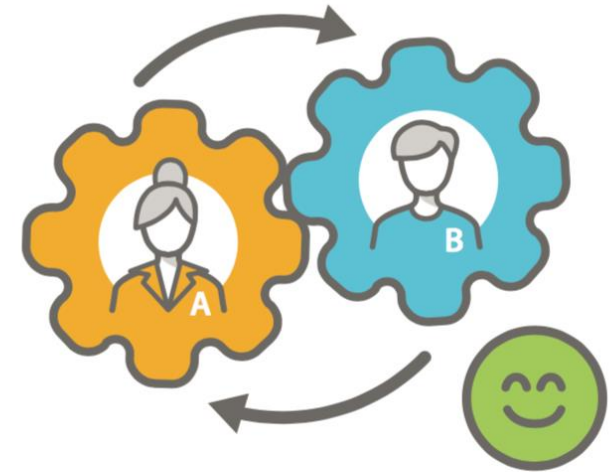
How it works...



- 1 Your team is working a customer issue that requires assistance from another Member



- 2 Your team uses TSANet Connect to directly engage and collaborate



- 3 Members work together to resolve the issue resulting in a great customer experience

Why use it...

Solve Problems FASTER

- ☐ Hard to be an expert on your product and other Vendors
- ☐ For complex problems Collaboration has proven to improve resolution time (Internal and External)
- ☐ Your customer HATES finger pointing!

Approved Legal and Operational Process

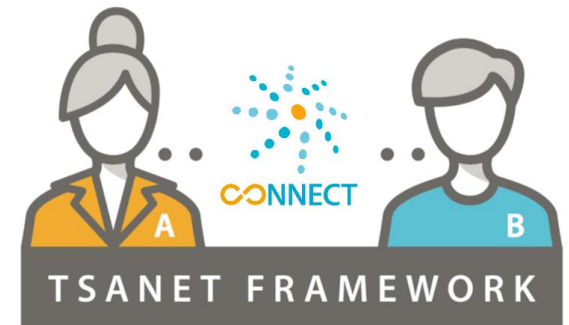
- ☐ TSANet provides legal framework and ISO-certified best practice process for collaboration.
- ☐ Efficient method for working with your Partners

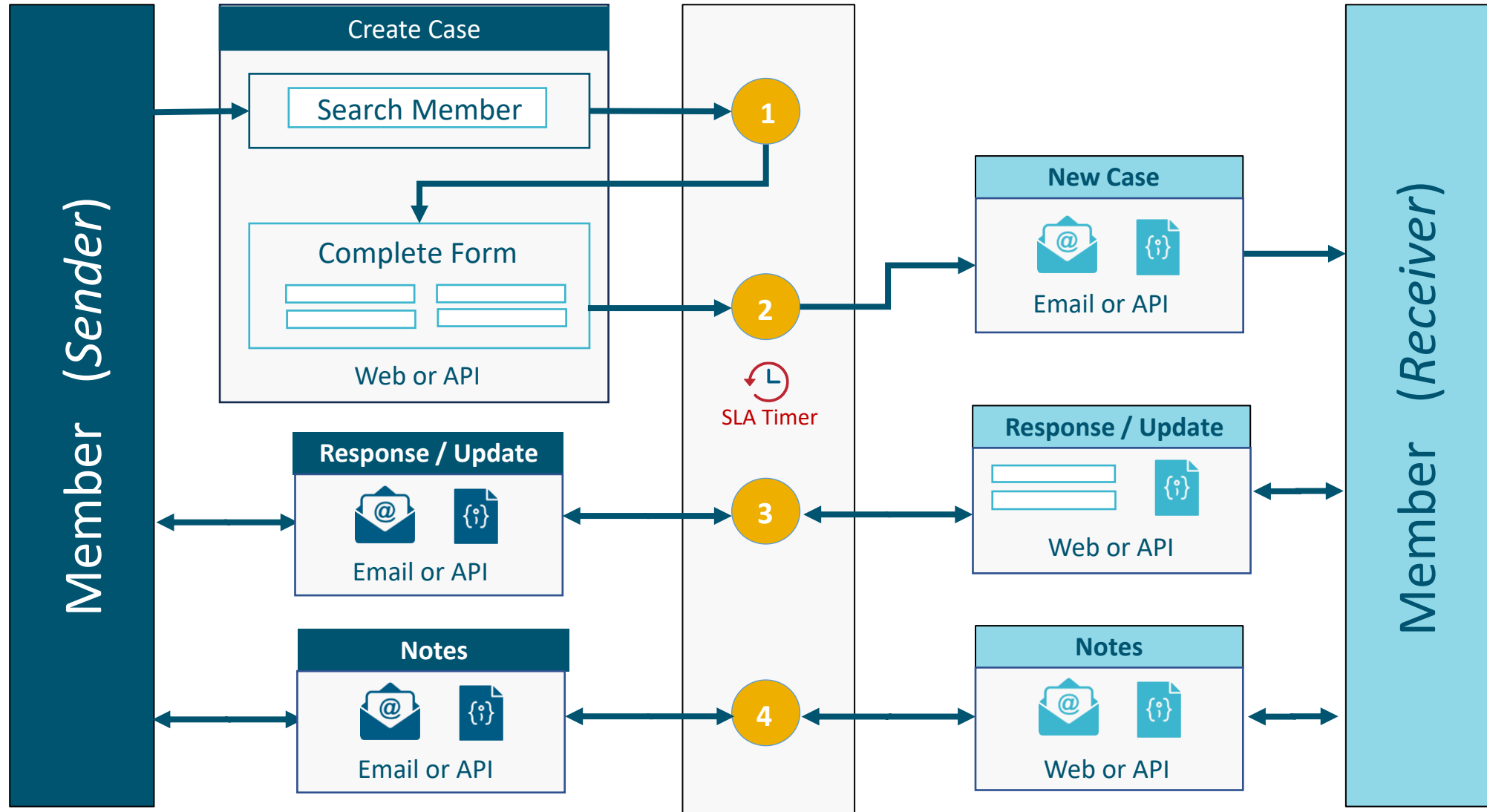


Use Cases...

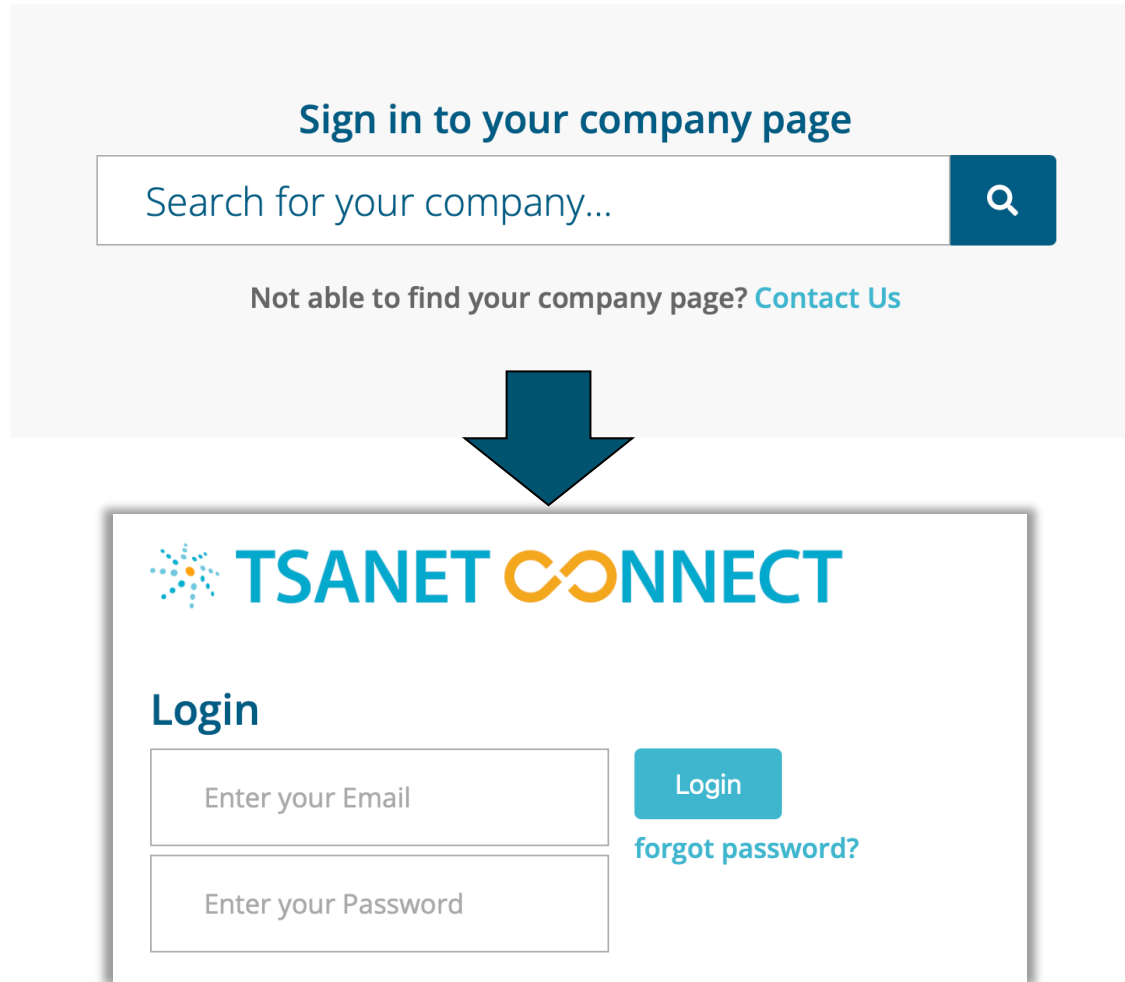
Example 1: A customer has a problem with your product in a multi-vendor environment. The problem started after the customer updated the software for Member B's product. Member B support needs to help understand what changes were made and whether that is causing the problem.

Example 2: A customer is having problems installing your product in a Multi-Vendor environment. It appears to be an issue with Member B's software. The problem is not clear, and help is needed from Member B to isolate it.





Go to connect.tsanet.org



Sign in to your company page

Search for your company...

Not able to find your company page? [Contact Us](#)

TSANET CONNECT

Login

Enter your Email

Enter your Password

Login



[forgot password?](#)

1. Find your company or go directly to your company login page: [yourdomain.tsanet.org](#)
2. Login or create an account
3. Premium and Elite Members can configure Single Sign-on

User Experience - Submit

1

New Partner Collaboration

Find a Partner / Department ...  My Favorites ... 

1. User searches for Member company and selects a process. User can also pin favorites
2. System guides user through exceptions such as request relationship or missing Partner

2

Test IBM Contact  Changes will update your profile.

Test

User

test@ibmtest.com

 +1 415 555 1212


Enter Your Test IBM Internal Case #

Common Customer Contact

Enter Customer Company

Enter Customer Name

Enter Customer Email

 Enter Customer Phone Including Country Code


Enter Customer Case # with Company Two (Optional)


Problem Information


Enter Problem Summary

Enter description of problem and include product versions, troubleshooting steps and error messages. Do not share any Customer Data such as IP addresses, login IDs or other sensitive information.

Priority Information

Medium - P2 

 Initial response within **4 hours**. The Mutual Customer's entitlement with member may affect response times



User fills out the process form.

- ☐ Their Case#, Problem Details, Common Customer Details
- ☐ Select Priority (The system will display SLA response time)

User Experience – Email Handshake

TSANet Collaboration Request for Case# 785996 to Hortonworks

Your collaboration request to **Hortonworks** for **Test Company Case# 785996** has been sent. . If you need to escalate this case follow the instructions below:

Escalation Instructions:

- 1.Place a Call: Horton toll free support line in the U.S - Call **855.8HORTON (855.846.7866) or +1.408.916.4121**. Please select option 2 for support
2. "Escalate Case" button: Use "**Escalate Case**" button found on the top right hand corner on the Case Details, if a case needs escalation

Request Details:

Test Company Contact
Name: *Brittany Simone*
Email: brittjimerson@gmail.com
Phone: 7855507818
Case#: 785996

Customer Contact
Customer Company: *ABC Computers*
Customer Name: *John Smith*
Customer Email: j.smith@abccomputers.com
Customer Phone Including Country Code: *916-555-1212*
Customer Case # with Hortonworks: 89

Problem Details
Summary: *Issue with product*
Description: *Issue with product*
Priority: *low*

Engineer gets an email back from the system that includes **Escalation Instructions** to use if they do not get a response or need to escalate the issue during the resolution process

TSANet Collaboration Response from Cisco

Cisco has responded to your request (**NetApp Case# 555431 - Questions on error code xyz**). Contact details and Cisco Case# are included below along with any special inspections for working the case.

DO NOT REPLY TO THIS EMAIL. Use the contact details below.

Cisco Case# and Contact details

Cisco Case#: 555459
Contact Name: *Joe Cisco*
Email: joe@cisco.com
Phone: 225-555-1212

Note
Please use the WebEx Team room below to share files and comment on this case
<https://someurl.com>

Escalation Instructions:
Escalation instructions from the Member. Should include a escalation contact name and phone. Mary Kay 225-555-1212 or mary@test.com

Email initial response back from the receiving Member that includes Case Number and Engineer Contact details

Exchanging notes

1

My Active Cases (30 days) ▼

NOTE: All time stamps are shown in UTC time.

Case#	Partner	Partner Case#	Status	Request Date	Last Update ↑
T1235678	Test Red Hat	765432	Accepted	May-07-2024 12:40 am	Jun-11-2024 03:20 pm

2

Case Details — Outbound to Test Red Hat

NOTE: All time stamps are shown in UTC time.

Case Information:

Company: Test IBM

Test IBM Case #: T1235678

Date: 05/07/24 12:40 am

Submitted by: API User
api@ibmtest.com

Summary Testing beta

Description

Priority Medium - P2

Response:

Company: Test Red Hat

Date: 05/07/24 02:26 am

Case # 765432

Engineer Name: Sue Test

Engineer Email: Sue@redhat.com

Engineer Phone: US: +1 225 555 1212

Next Steps: Our assigned engineer will contact you.

3

Escalation Instructions

Testing Red Hat Escalation Test

4

Collaboration Feed

Add Note


5

ne note for you

testing

API User

06/11/24 03:20 pm



How to Escalate Issues...

Problems with a specific Member Case

- ☐ Use the escalation instructions included in the Escalation Section of the Case Collaboration Request. This information is included in the emails sent to you during the request process

Problems with the TSANet Connect System

- ☐ Contact TSANet at membership@tsanet.org for any system issue



