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Support Level

3 Different Types of Issues

These are the 3 type of different issues that might be need escalation to programming. the purpose of this list is to document all basic steps to take before the Product Maintenance team will accept a ticket. This will serve as a guideline for technicians.

1. Data related - the issue can be replicated in the customers dataset but not in the demo version of the software (should be tested in the latest version).
2. Upgrade related - the issue showed after updating/upgrading. These issues can manifest into missing transactions.
3. Version related - the issue shows up in a specific version of the software.

Data Related Issue:

1. Do basic troubleshooting
2. Check bugzilla for any reported issue
3. Try to replicate issue in demo on a latest release (Y/N) N go to step 4
4. Update/upgrade Training (copy of live data) to check if it is resolve in the latest release
5. If not resolved consult GL to confirm the issue, fix and troubleshooting
6. Maybe advised also for tech to call 1659 or show issue to a programmer
7. If advise to grab a copy of dataset then do so



Usually for data related this can't be replicated thus a copy of the data is needed for a programmer Better as well to show to a programmer the problem while still connected to the customer

After Upgrade Related Issue

1. Do basic Troubleshooting
2. Try to replicate in demo on latest release
3. Check bugzilla for any reported issue
4. Inform GL/TS Manager right away
5. Maybe advised also for tech to call 1659 or show issue to a programmer
6. If advise to grab a copy of dataset then do so
7. Prepare Error log report from updated /upgraded data /trainingdata



If the issue is really a big pain for the customer and is affecting business revert the customer back to old version right away

Version Related Issue

1. Do basic troubleshooting
2. Replicate the issue in a demo running in the latest version of the software
3. Replicate the issue in the customers dataset if needed
4. Check bugzilla for any reported issue
5. Inform GL/TS Manager right away
6. Maybe advised also for tech to call 1659 or show issue to a programmer
7. If advise to grab a copy of dataset then do so
8. Prepare Error log report from updated /upgraded data /trainingdata

Notes for Support Group Lead

1. Validate Issue
2. Confirm the issue, fix and troubleshooting
3. Ensure details are complete in bullet form so that it is direct to the point and easier to understand
4. Explanation of the business pain the issue is causing indicating the priority of the issue
5. Facilitate escalation to Advance Tech or Programmer

Programming Escalation Process Due to Software Issue or Bug Related Concern

Scenario 1 - Customer will not accept the workaround and that the issue is impacting their business

- GL already talked to a programmer but still no resolution
- No bug ticket will be created by the GL
- GL need to ensure that all information is properly transferred to the programmer via the support ticket
- Programmer to advise GL to move the support ticket to PSQ and provide a follow up date for GL to advise customer when programmer will contact customer
- Assigned Programmer makes the Bugzilla Ticket to track the time needed to fix the issue

Scenario 2 - Customer is not requesting for immediate resolution

- GL already talked to a programmer
- GL will then need to make sure the customer has to accept that the problem will exist indefinitely. No ETA can be given IF they will not then it is a Scenario #1 situation.
- GL will need to create a bug ticket and attach the customer on it with details of the issue and the troubleshooting made to replicate the issue
- GL's will close the support ticket, GL or the tech can also discuss how to use the myWindward

portal

Scenario 3 - GL was able to replicate the issue in the demo in the latest version and Customer was given a workaround and agreed to it and is willing to wait

* GL to explain to customer that the fix will have no ETA but if they need to monitor the progress of the their development ticket they can login to their myWindward portal. If customer will not agree it will be a Scenario #1 situation.

* GL will need to create a bug ticket and attach the customer on it with details of the issue and the troubleshooting made

* GL's will close the support ticket

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