

Support

Support Guidelines

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Support Guidelines

1.1 Introduction

This document aims to communicate the support process provided by Argentis Systems to partners and customers to provide better and faster solutions.

1.2 Zendesk

1. Zendesk is the only official channel to support productive users. Other channels or personal channels are not valid to solve tickets. To open a ticket, just send a e-amil to Argentis Support <support@argentisconsulting.com >
2. Each support analyst will be responsible for the ownership of the ticket and respect the response times.
3. The support analyst will establish the Priority in the tickets according to the table described in section 1.6. Any doubt about the level of priority consult an expert to be more precise.
4. When a solution is sent to the partner / client and the confirmation is pending, an email notification will be sent with 48 hours to confirm the correction. After that, it will be verified if there is an answer, otherwise it will be granted 24 additional hours before proceeding to definitively close the ticket.
5. Regarding tickets pending response from the partner / client for more than a week without comments, they will be verified and proceed to close them with a closing notice.
6. Any communication with the partner / client must be recorded on the ticket.
7. For more information about Zendesk, go to <https://support.zendesk.com/hc/en-us>

1.3 Management

Tatiana Kirichian is the accountable of the area

1.4 Support Options for Partners-Customers

Argentis Systems provides support to users:

- Mon-Fri 8am – 6pm local time
- Languages (English-Spanish-Portuguese)
- Support is provided from SAP version 9.2

Responsibilities:

- Receive and generate support tickets
- Execute analysis and root cause of the problem
- Remote assistance
- Find solutions and close ticket

Response Time:

- Within submission date

Solution Time:

Depends the priority and criticism that the analyst will set in the ticket. See 1.6 section

1.5 Support Levels

Level 1: Argentis systems provides a support portal to generate tickets automatically by sending email to support@argenticonsulting.com

- Argentis tracks the ticket in Zendesk
- Sends the initial questionnaire to detail the issue thru Zendesk
- Takes ownership of the ticket, analyzes the case and assigns priority to it.
- Reproduces the case and verify if the problem is a bug
- Provides workaround until a definitive solution is found
- Escalates to Level 2 when needed, indicating the DETAILED step by step tests made with Evidence.

Communicates with clients for confirmations and closes the ticket once it's solved

Level 2: Solution experts and Development team

- Analyzes the case deeper and impacts
- Estimates development work
- Provides final solution
- Sends back to Level 1 for user confirmation & ticket closure.

1.6 Priorities

| Message Priority | Criteria | Example |
|------------------|--------------------------------------|---|
| Urgent | Business cannot be conducted | User cannot access to Apparel and Footwear at all or critical module. |
| High | Critical business processes affected | Purchase/Sales Orders cannot be completed. |
| Normal | Other business processes affected | Reports are not printing. Export to Crystal not working. |
| Low | Business is not affected | Matrix does not show critical data. Image is broken. |

1.7 Customer/Partner responsibility

The customer / partner is responsible for keeping SAP versions and Addons Releases up to date in order to ensure their correct operation.