Three Tips For Improving TSANet Usage

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Onboarding and Adoption

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Onboarding Basics

Roles and Responsibilities → Caller Access methods → Manager and Caller Training

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TSANet Administrator Roles & Responsibilities

Example: Director Support
Business Manager

❑ Manages the business relationship with TSANet - renewal

❑ Maintains the overall TSANet structure – Delegate to Program Managers and Key Users

❑ Manage adoption of TSANet (usage and features)

Example: Partner Manager
Program Manager

❑ Responsible for TSANet within a product group or Partner program

❑ Manage changes that impact TSANet usage

❑ Manage the contact document for that area

Example: Escalation Manager
Key User(s)

❑ Help train callers and answer questions

❑ Look for ways to better use TSANet (example backlog management)

❑ Provide feedback to TSANet and Business managers (how to improve)

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User Access Methods

Callers: Support engineers

❑ **Admins** can create accounts for Callers

❑ Callers can **Self register** at the login page
www.youtube.com/embed/CwjwFTZy24c?autoplay=1

Administrators: Key users, Program and Business Managers

❑ Business managers create both Program Managers and Key user account (Type = Program Manager) www.youtube.com/embed/PXjpB8fEHeo?autoplay=1

Training your teams

Manager Training

❑ Admin Training Slides https://www.tsanet.org/member-help

❑ Webinar recording (Admins)

https://www.tsanet.org/blog/2016/7/20/tsanet-administration-management-webinar-recording-and-slides

Caller Training

❑ Caller Training Slides

Co-Branded Training

❑ CO Branded Training Template https://www.tsanet.org/member-help

❑ Co Branded Training Video

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Integrate to Case Management

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Key User Role

❑ The Key user is the operational Champion for TSANet

❑ Recommended to have one for each Physical location

❑ Help train new team members and answer questions

❑ Look for ways to better use TSANet

❑ Provided feedback to TSANet Business Manager (Example feature requests for Member Web)

Integrate to Case Management Process

New Case

❑ Train engineers to enter detailed description that includes any partner products

❑ Create TSANet awareness for front line engineers (Involve partners early)

Backlog Management

❑ During backlog review identify any cases that could benefit from TSANet

Escalation Management

❑ Checklist item for issues involving a partner product (Has Partner been contacted?)

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Promoting and ongoing training

Promoting TSANet

❑ Create awareness (Who is key user,   Share use cases)

❑ Create path or feedback (What improvements are needed)

Ongoing training

❑ TSANet changes – New Member Web releases.   Refresh training

❑ Lunch and learn with key Partners

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Use for Partner Management

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Your Technology Partners

Extend TSANet to your Technology Partners...

1. **Your strategic partners that help enable your product solution**
2. **Your Technology partners who use your Technology in their solutions**

Your Technology Ecosystem

❑ Collaborate

❑ Share Documents
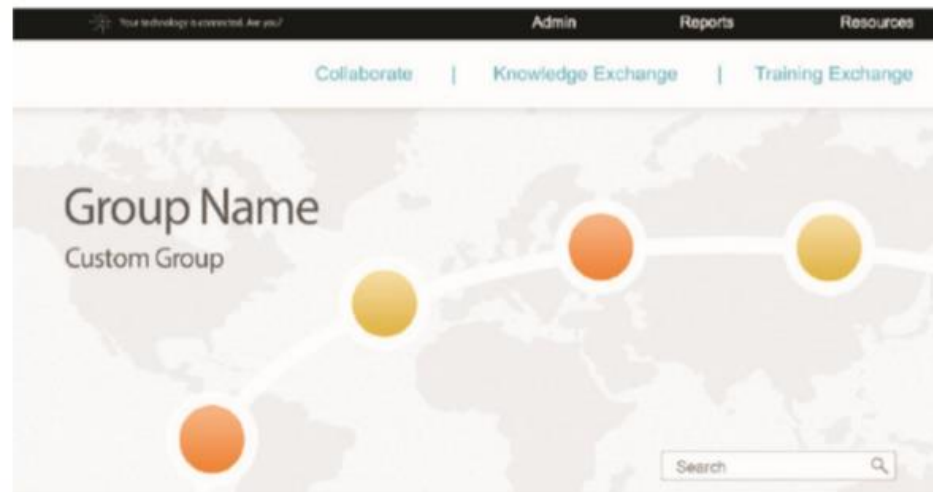
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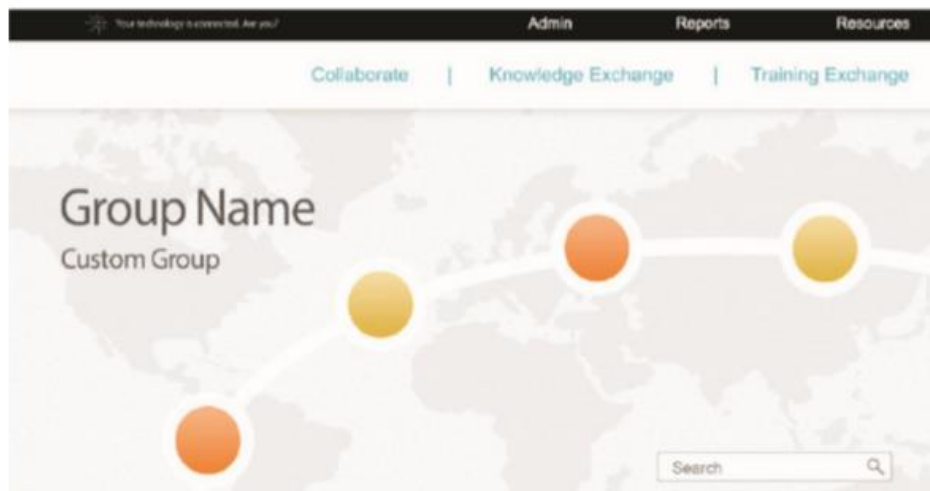
Your Channel Support Partners

Extend TSANet to your Channel Support Partners...

1. **Your Channel Partners who provide support for your products**
2. **Your Channel Partners who install and integrate your products**
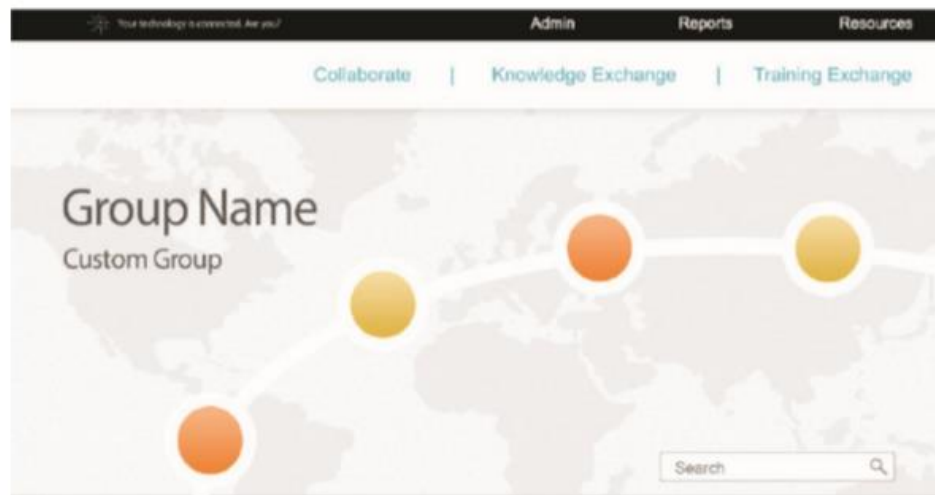
Your Channel Partner Ecosystem

❑ Collaborate

❑ Share Documents

Solution Support Framework

Create a Solution Support Framework…

1. Include the Technology Vendors who provide the products
2. Include Channel Partners who install, integrate and support the solution

Your Solution Support Ecosystem

❑ Collaborate
❑ Share Documents

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QUESTIONS?

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