TSANet Administrator 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 (Admin > Company > Users > New)**

❑ **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

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Manage Contact Documents

Before you call

❑ Required – Needed for your engineer to open a case

❑ Optional – Needed to help troubleshoot the issue

Contact

❑ Provide at least 2 methods (example Phone and Email)

❑ Provide details on how to engage at the correct level (TSANet is Peer-Peer collaboration)

❑ Case Exchange can be used

Escalation

❑ What to do in case of problems with the process

❑ Provide both escalation process and actual name (we will show linked special escalation name in fall release)

1. Products / Services	All products supported	
Before you call ❗	**Required**	
	✔ Mutual Customer Information Required to submit ticket	✔ Brief problem description ✔ Mutual Customer (Support Contract REQUIRED)
	Optional	
	✔ Customer Identifier (e.g. Account Number)	✔ Product ID#, Serial # or Version ✔ TSANet originating members case #

Contact

🎧 Primary **Place a Call**	Please call 🅂 (800) 555 1212 Use TSANet member code 1236 View Instructions Before Contacting	
📧 Secondary **Send an Email**	Send email to support@tsanet.org In the subject line include TSANet member code 1236	
💬 Alternative **Click to Chat**	Open Chat Window	

Escalation
Use only if unable to contact member using above contact methods

Contact Jack Smith at (555) 555-1212

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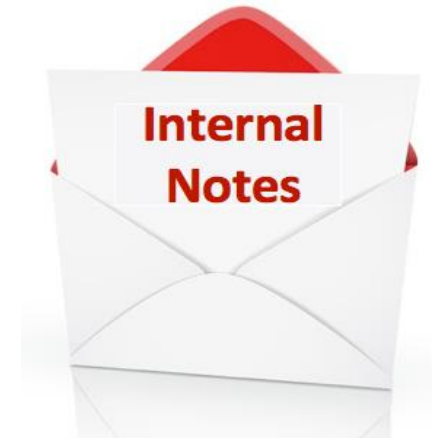Your Technology is Connected. Are you?

Manage Internal Notes
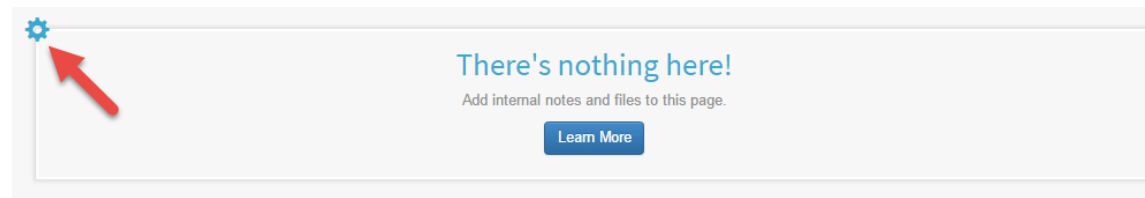
Example: Contact Document Internal Notes

Some members have special internal processes to follow when contacting another member. This could be due to a strategic relationship with that other member or some additional information to collect and communicate. Internal notes can be added to a specific contact document to communicate this process to your team.

How to Add Internal Notes

Internal Notes can be added by any Program or Business Manager and are located in several areas as you move through the decision tree to collaborate with a member. To add an Internal Note, simply click on the Settings wheel and add either text or even an internal link or file.

❑ Homepage
❑ Member Page
❑ Contact Document

There's nothing here!

Add internal notes and files to this page.

Learn More

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Manage Relationships

Open Groups (Basic and Premium)

❑ Obligates members to collaborate with each other but only where a common customer is present. Engineer selects support level based on customer entitlement

Custom Groups (Peer and Partner)

❑ Creates a customized relationship with specific terms that duplicates individual Cooperative Support Agreements but under an accepted vendor-neutral platform

How to add relationships

❑ Company is in TSANet but you do NOT have a relationship with them (gray in Member Directory) – Click to invite ➔

❑ Company is Not a TSANet Member – Request they join the Open group or your Custom Group – Contact TSANet

Invite a Company

Invite this Member to Collaborate ✕

We're sorry,

A10 Networks is a TSANet member but does not participate in a mutual relationship. Thus, you cannot currently engage this member. If you would like to collaborate with this company, TSANet can contact them on your behalf to request a relationship.

Invite

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Reporting

Calls received and Calls Made

❑ Shows collaboration from and to your company (Based on who has viewed your contact document)

❑ If multiple departments it will show detail

Group Logins and User Logins

❑ Shows who has used the member web

❑ Shows what contact documents they viewed

Document Review

❑ Shows contact documents that need review –Review every 90 days

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Training your teams

Materials you can use

➢ Member Help http://www.tsanet.org/member-help

➢ Webinars – We record all Webinars
  https://tsanet.org/category/meetings-webinars/

➢ New Public site http://www.tsanet.org

Co-Branded end user training

➢ Contact us to create co-braded materials aligned to your use cases

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New Member Help for Admins

Admins, Business Owners and Program Managers

Onboard	Adoption	Expand
New to TSANet?	**Improve TSANet Usage**	**Expand use of TSANet**
Get your team setup and learn the administration features of the Member Web	Learn tips and best practices to improve adoption and usage.	Expand with Case Exchange, Partner Programs and Solution Support.
GET STARTED	GET STARTED	GET STARTED

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DEMO + Q&A

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