Administrator Training Webinar

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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

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)

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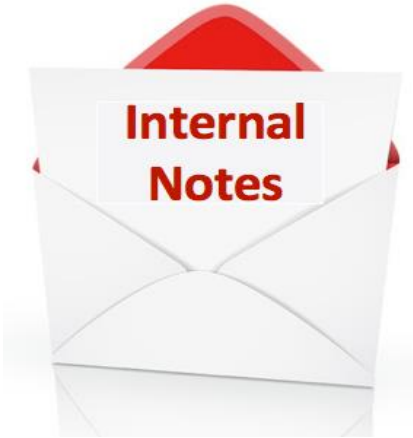
Manage Internal Notes

Example: Contact Document Internal Notes

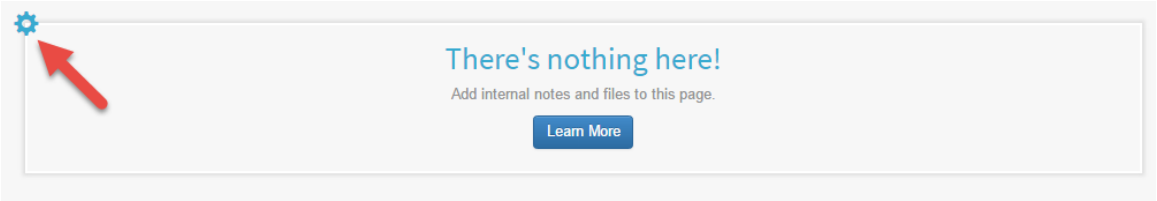
Some members have special internal processes to follow when contacting another member. This could be due to a strategic relationship with that other member or some additional information to collect and communicate. Internal notes can be added to a specific contact document to communicate this process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



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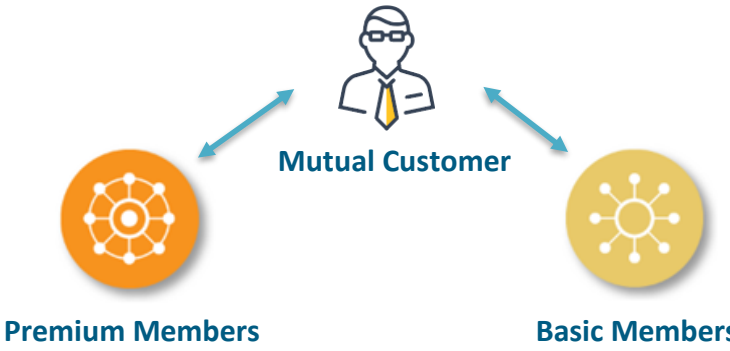
Membership Relationship Structure

Open Groups



- Many to Many (Open Groups Basic/Premium)
- Members within the group can collaborate with all other members
- Basic: Next Business Day, Premium: 24/7/365
- Mutual Customer is required

Partner Program Groups

- Basic or Premium members can create Partner Groups
- Groups can be Many-Many, One-Many or One-One
- Host Member(s) customize the requirements
- Invite existing members or new Limited members

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Manage Relationships

Open Groups (Basic and Premium)

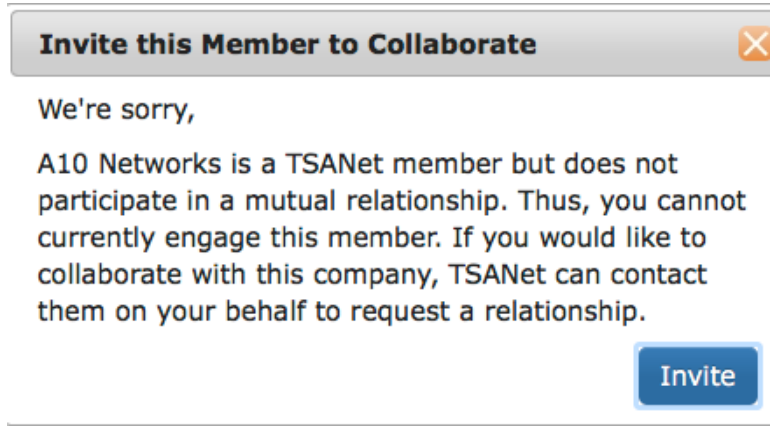
- Obligates members to collaborate with each other but only where a common customer is present. Engineer selects support level based on customer entitlement

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



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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

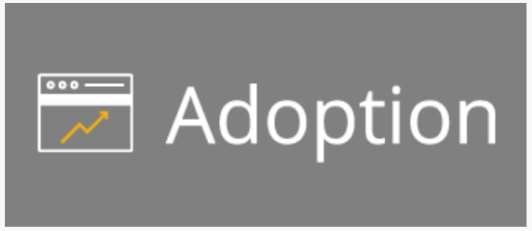
New Member Help for Admins

Admins, Business Owners and Program Managers

New to TSANet?

Get your team setup and learn the administration features of the Member Web

GET STARTED



Improve TSANet Usage

Learn tips and best practices to improve adoption and usage.

GET STARTED

Expand use of TSANet

Expand with Case Exchange, Partner Programs and Solution Support.

GET STARTED

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Get Ready – New Member Web in 2019

New simplified caller interface

- ❑ Easy to find and initiate a collaboration

Case Exchange Lite

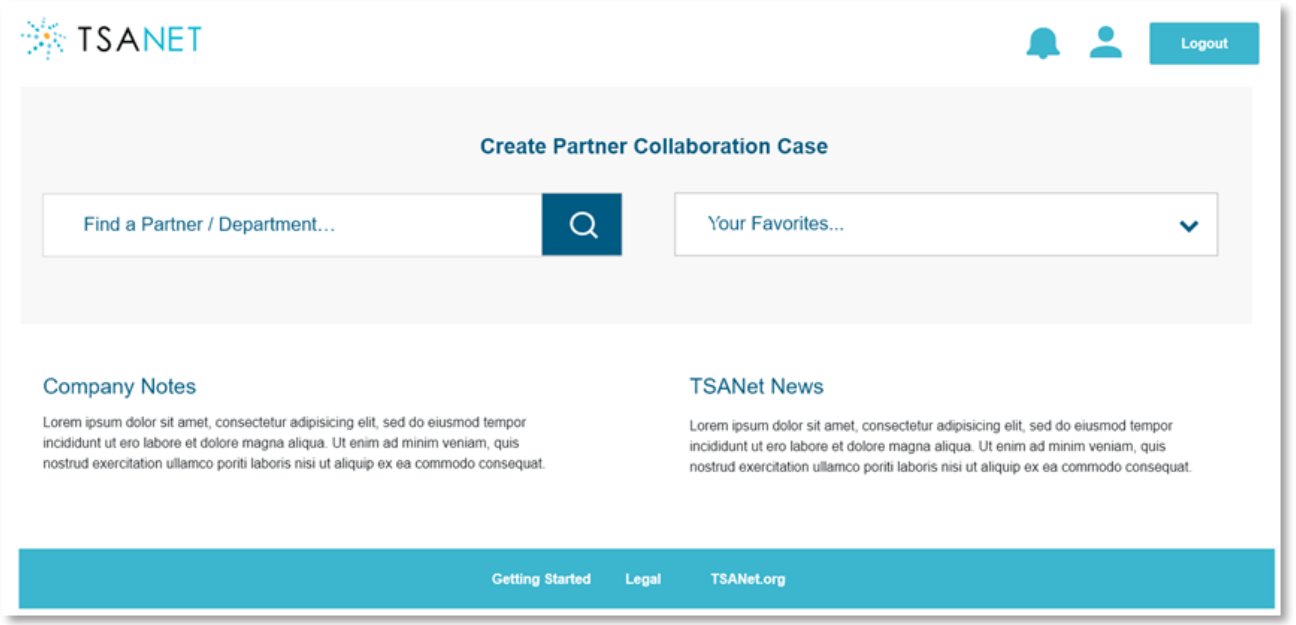
- ❑ Method to create a collaboration request

Company Login Page

- ❑ Simple secure method for access

Partner Programs

- ❑ Easier to create and manage



Webinar – Oct 24th 2018

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DEMO + Q&A

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