



TSANET  CONNECT

Create Partner Collaboration Case

Find a Partner / Department...



Your Favorites...



Company Notes [Edit](#)

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TSANet News

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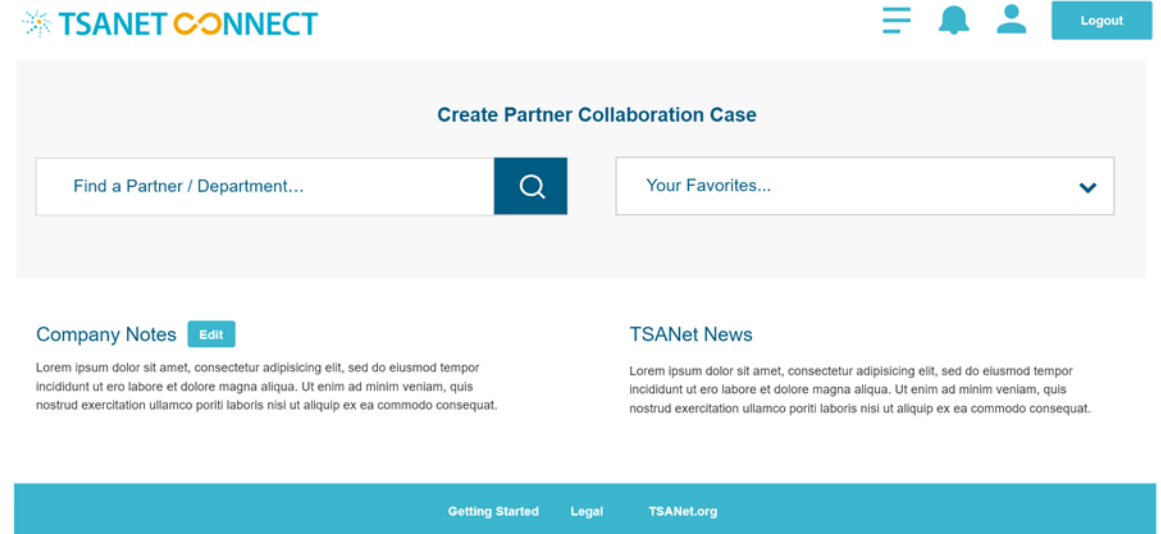
A neutral site allowing all partners a single portal to create a collaboration case with other Members.

- ❑ Simple user interface provides consistent method for creating a collaboration case with other Members
- ❑ Process includes integrated escalation management
- ❑ API first architecture allows members to integrate their systems



Simplified Caller Interface

1. Designed around one use case
Create Partner Collaboration Case
2. Integrated workflow for exceptions
3. Fast and simple WebApp



Caller Usability Improvements

Find a Member

- ❑ **Dynamic search** - Member_Name | Department | Dept_Description
- ❑ **Direct to the process document** – Removed company page and Custom Group Microsite
- ❑ **Integrated exception management:** Not able to find Partner and request relationship

Create Collaboration Case

- ❑ **Simple consistent form:** Clear from the fields on the form what is needed to “Submit”
- ❑ **Clear expectations:** Form will show what to expect for “Initial Response”
- ❑ **Integrated Escalation Process:** Will provide Escalation instructions to the user through the process. Will also follow-up with the sending member to get feedback

Create Collaboration Case...

1. New standard inbound process form that all members use
2. Email workflow or CRM API interface
3. Simplified to focus on creating the collaboration



TSANET CONNECT Support Hours: 7/24/365 Test - Default Template Products Supported: All Logout

Internal Notes: Internal Notes are displayed here. [View More...](#) **Group Documents:** Document name example [View More...](#)

Test Contact

Enter Your First Name
Enter Your Last Name
Enter Your Email
Enter Your Phone
Enter your Test Internal Case#

Common Customer Contact

Enter Customer Company
Enter Customer First and Last Name
Enter Customer Email
Enter Customer Phone
Enter Customers Case# with Test (Optional)

Problem Information

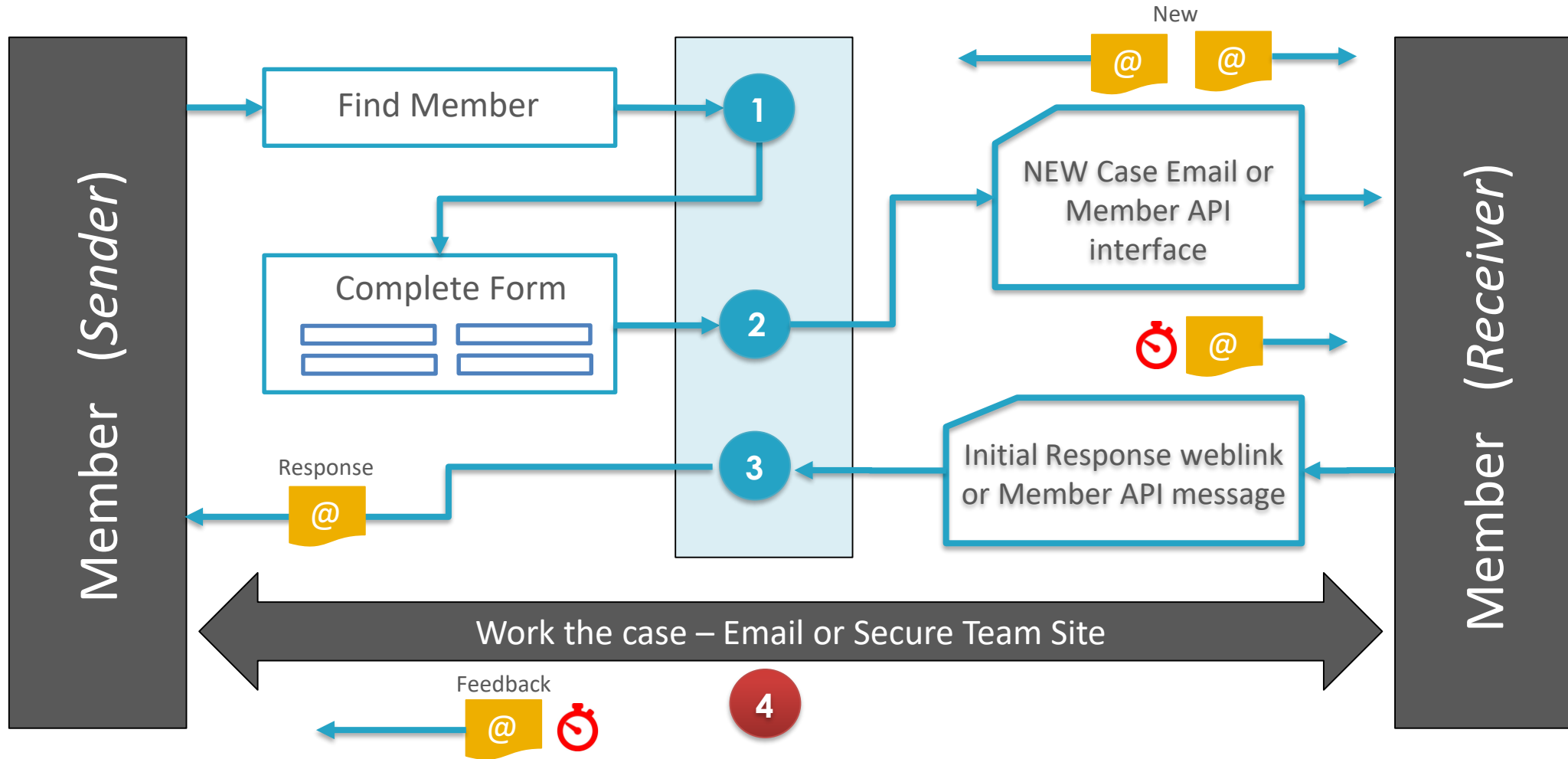
Enter Problem summary
Enter Description of problem and include troubleshooting steps or error messages

Select Priority [Submit](#)

! Display information based on Priority selected (Example Response time or special instructions)

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Standard Email Process Overview



Login Page – 2 Options

Authentication Email

- ❑ For Members with 100s/1000s of users
- ❑ Enter your “work” email and get email with authentication link good for 30 days (or you can set password)

Individual Login

- ❑ For members with fewer logins and/or want more control over who has access
- ❑ Login/password. Also method to request account (Self registration with workflow or contact someone@yourcompany.com)

TSANET Microsoft

Enter your work email to receive an email with a login link

Enter Your work email address @microsoft.com Send Email

Your TSANet Managers

Have a login?

Your work email address Login

Forgot Password?

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TSANET NetApp

Login

Your work email address Login

Forgot Password?

Need an Account?

First Name Last Name

Email Phone (include country code)

Country City

Password Password (Confirm)

Submit Request

Your TSANet Managers

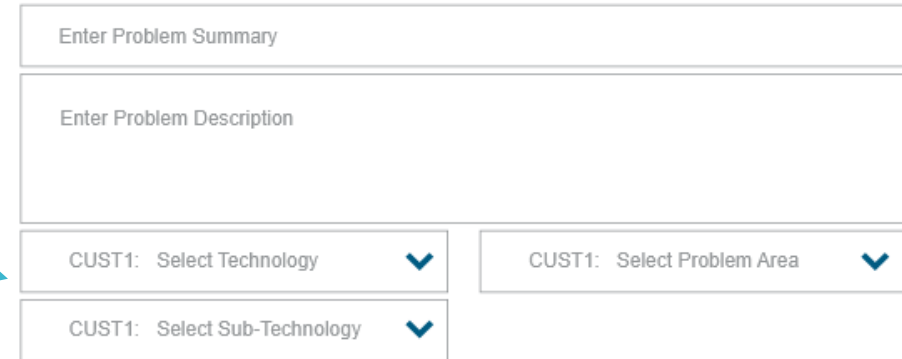
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Process Form – Custom Field Options

Problem Information Customization

- ❑ **Additional Fields for product identification:**
When reviewing max 3 fields (Cisco, VMWare). Will require cascade dropdown functionality.

Problem Information



Enter Problem Summary

Enter Problem Description

CUST1: Select Technology ▼

CUST1: Select Problem Area ▼

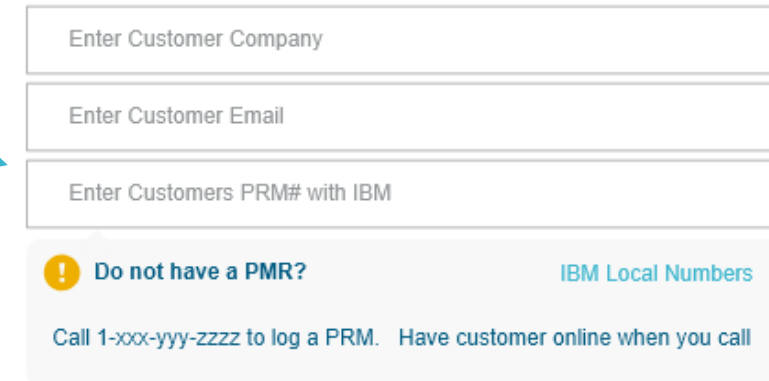
CUST1: Select Sub-Technology ▼

A blue arrow points from the text 'Will require cascade dropdown functionality' to the 'CUST1: Select Technology' dropdown menu.

Common Contact Customization

- ❑ **Customer must have Case# opened (IBM and others)**
- ❑ **No entitlement required (Solution support custom group)**

Common Customer Contact



Enter Customer Company

Enter Customer Email

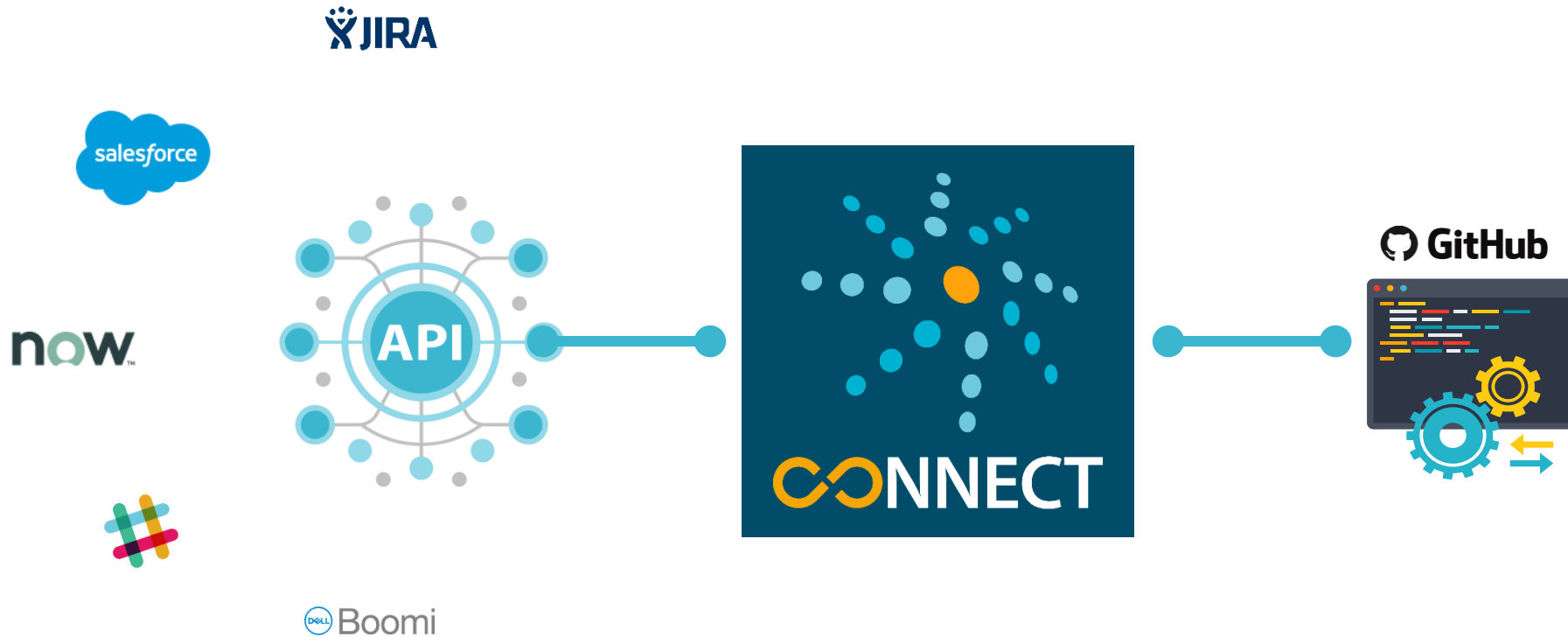
Enter Customers PRM# with IBM

! Do not have a PMR? [IBM Local Numbers](#)

Call 1-xxx-yyy-zzzz to log a PRM. Have customer online when you call

A blue arrow points from the text 'Customer must have Case# opened (IBM and others)' to the 'Enter Customers PRM# with IBM' field.

Integrate your systems...



New Simplified Admin Interface



Logout

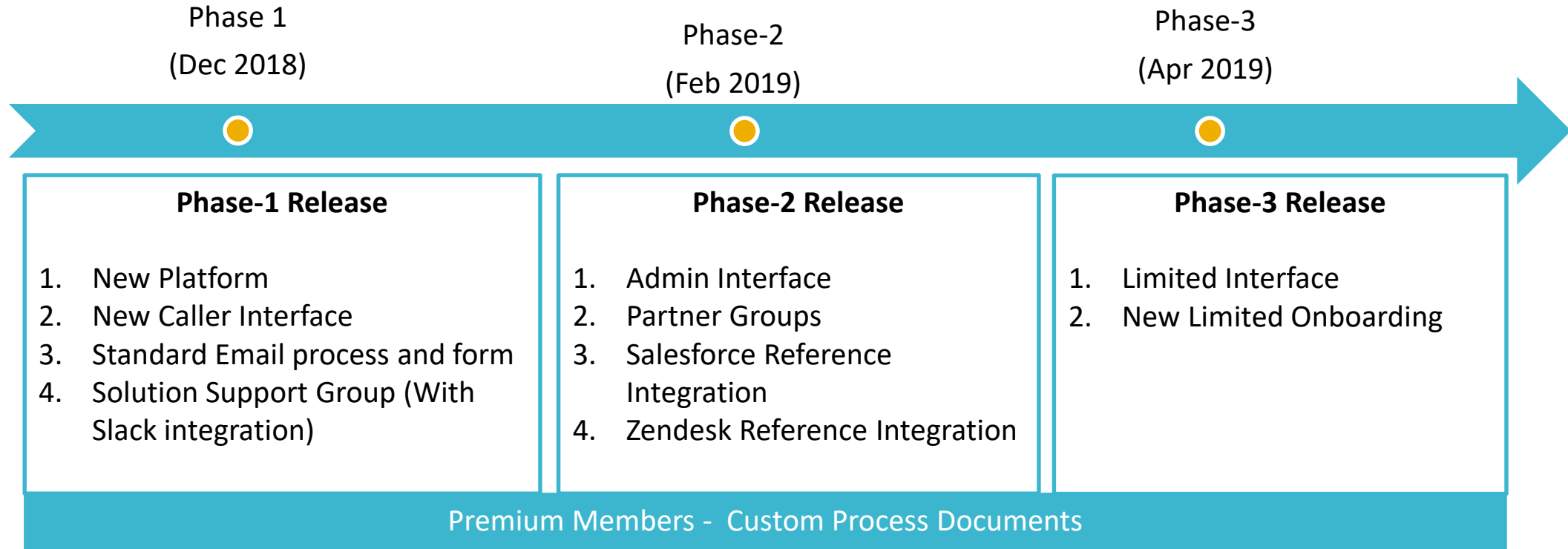
×

<h3>Company</h3> <p>View membership details, define key roles and Configure Departments</p>	<h3>Users</h3> <p>Configure how your users access the Member Web. Manage user access levels</p>	<h3>Inbound Process</h3> <p>Setup how other members contact your organization. Configure notification email</p>	<h3>Partner Groups</h3> <p>View Partner groups you host or participate in. Create new Partner Groups</p>	<h3>Reports</h3> <p>View user activity, Partner requests and learn ways to improve usage</p>
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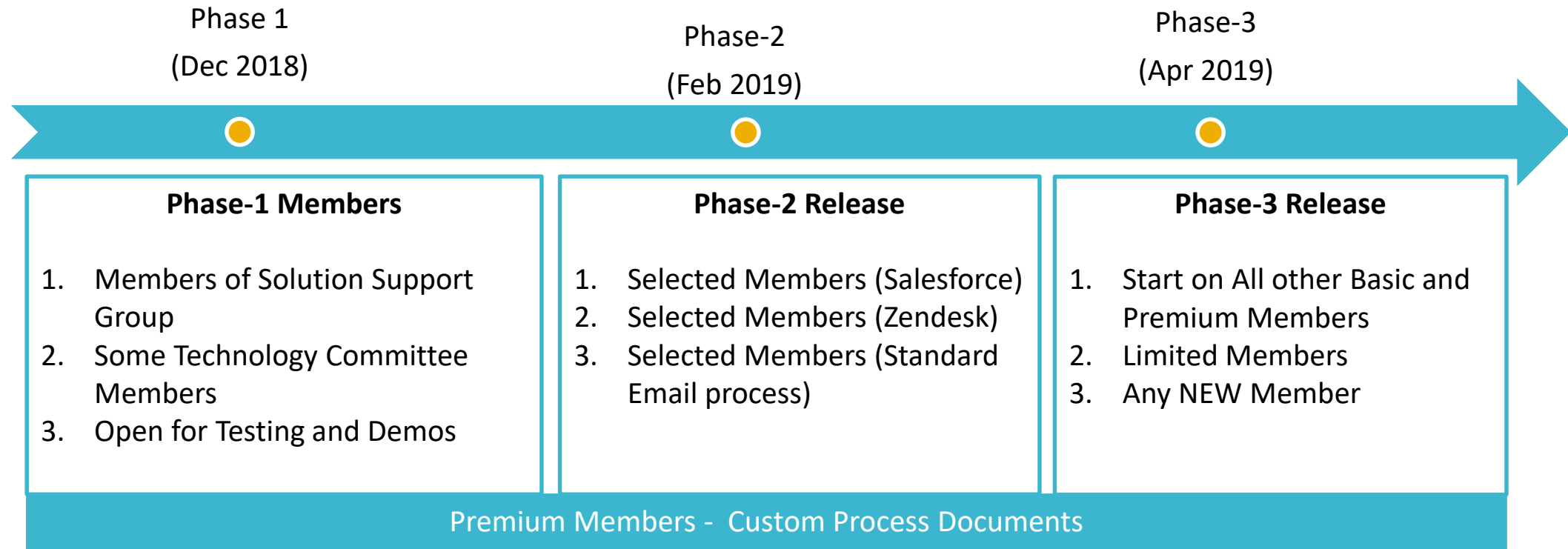
Task based design with integrated help

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Development Timeline



Member Migration Timeline



Note: We will contact you to coordinate migration

Migration Actions / Decisions

- 1. Decide Login Page option:** Open Access or Controlled Access
- 2. Departments:** Review / Modify your departments based on new model
- 3. Custom Groups:** Review Your Custom Groups
- 4. Inbound Process Form:**
 - Standard form or Add Custom Fields
 - Standard Email Process or System Integration

Questions?

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Celebrating 
25 YEARS
supporting people who support technology