



# TSANET CONNECT



## ADMINISTRATOR TRAINING



T S A N E T

Your Technology is Connected. Are you?

## Create Partner Collaboration Case

Find a Partner / Department...



Your Favorites...



### Company Notes [Edit](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut ero labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco poriti laboris nisi ut aliquip ex ea commodo consequat.

### TSANet News

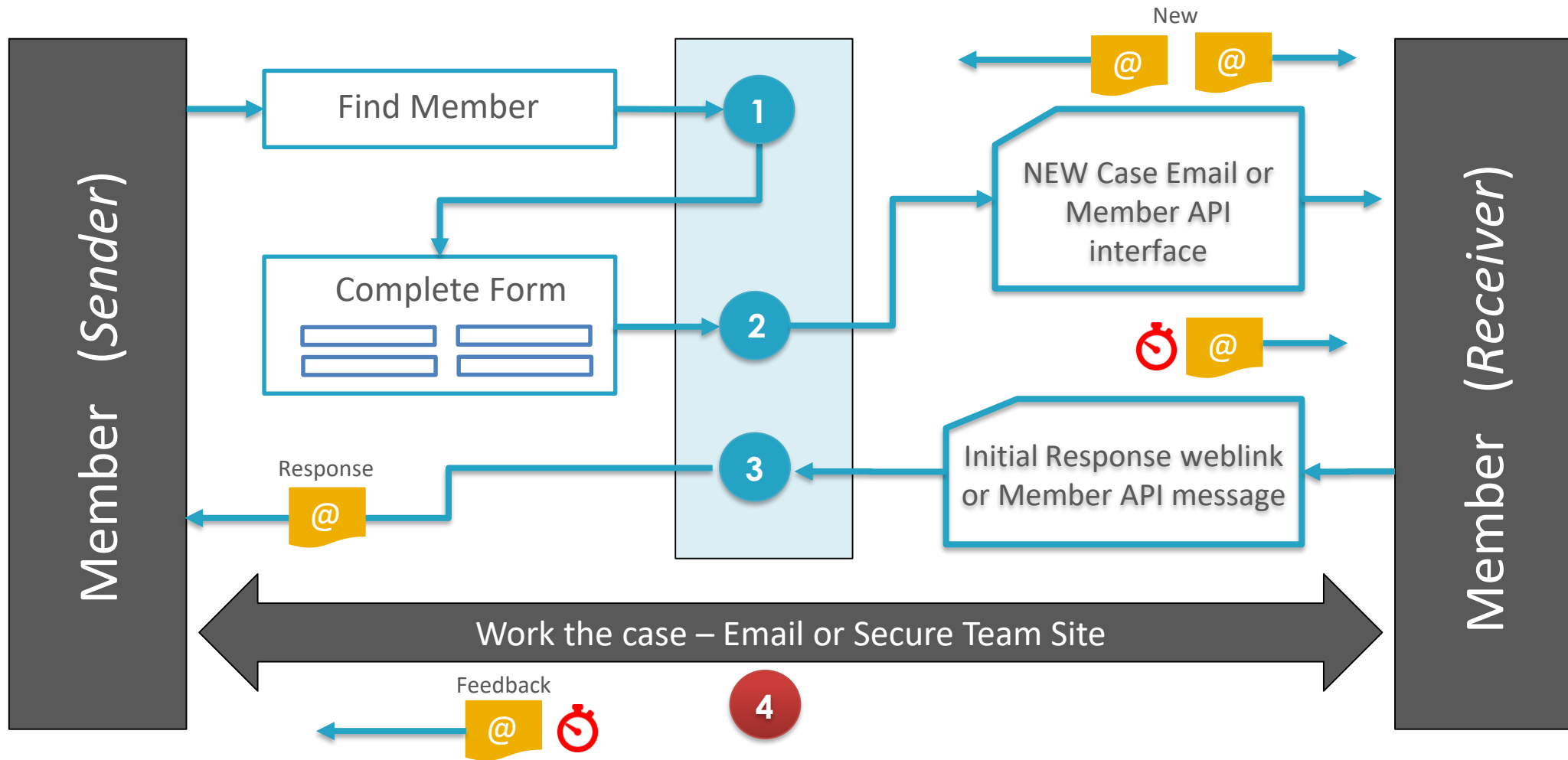
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut ero labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco poriti laboris nisi ut aliquip ex ea commodo consequat.

- ❑ 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

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



# Process Overview



# TSANET webinars

1. TSANet Connect - Overview <https://tsanet.org/tsanet-connect-webinar/>
2. TSANet Connect - Administrator - **Today**
3. TSANet Connect – Partner Programs - [Feb 26, 2019 at 10:00 AM CST](#)



# 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 Escalation Managers
- ❑ Manage adoption of TSANet (usage and features)



Example: Partner Manager  
**Program Manager (s)**

- ❑ Responsible for TSANet within a product group or Partner program
- ❑ Manage changes that impact TSANet usage
- ❑ Manage the Process Form for that area



Example: Support Manager  
**Escalation Manager (s)**

- ❑ Help train callers and answer questions
- ❑ Escalation manager for inbound requests
- ❑ Provide feedback to TSANet and Business managers (how to improve)



# New Simplified Admin Interface



Will cover on the Partner Webinar Feb 26th



<b>Company</b> View membership details, define key roles and configure departments	<b>Users</b> Configure how your users access the Member Web. Manage user access levels.	<b>Inbound Process</b> Setup how other members contact your organization. Configure notification email.	<b>Partner Groups</b> View Partner Groups you host or participate in. Create new Partner Groups.	<b>Reports</b> View user activity. Partner requests and learn ways to improve usage.
---	--	--	---	---

## Task based design with integrated help

All settings displayed but to change some you contact TSANet

# Company

✕

- Company**  
View membership details, define key roles and configure departments
- Users**  
Configure how your users access the Member Web. Manage user access levels.
- Inbound Process**  
Setup how other members contact your organization. Configure notification email.
- Partner Groups**  
View Partner Groups you host or participate in. Create new Partner Groups.
- Reports**  
View user activity. Partner requests and learn ways to improve usage.

Company - To make changes to this page [Contact TSANet »](#)

If you are not able to edit Contact TSANet

**Name:** Cisco Systems Inc.  
**Website:** <https://www.cisco.com/>  
**Membership Level:** Premium  
**Membership Region:** Global  
**Login Method:** Requires Registration  
**Login Page:** <http://cisco.tsacaller.elikirk-dev.com>  
**Logo:**   
**Login Page Text:**  
**Your TSANet Managers**  
Charlotte Post is your TSANet Business Manager.  
**Public Web Text:** Cisco Systems Inc. has the highest level of TSANet membership. Premium Global members provide 24/7 global support with the following SLAs: Priority 1 = 2 hours, Priority 2 = 4 hours, Priority 3 = Next Business Day.

Departments ⓘ

Integrated Help

Name ↓	Description	Status
No Data Available.		

# Departments: How your organization is viewed

**Search Results** = Company | Department | Department description

- ❑ Example (For a Custom Group): NetApp | FlexPod | Group used to support the FlexPod solution
- ❑ Example (Create product Visibility): IBM | Business Analytics | InfoSphere, Cognos, Db2 event store, Watson

**Department:** TSANet staff will manage departments for Members and will implement the following rules...

1. Member wants department to create additional visibility for sub-companies or product lines that have different inbound process (Example Microfocus | SUSE Linux)
2. The **Host** for a custom group will have a department that reflects that custom group (does not need separate process document)
3. **The goal is to maintain simplicity for other members** – Only create departments if needed



# Users

View member roles and...

User Access M...

Login Meth...

Login Pa...

## Paul Esch

**Contact Details**

Status: Active

First Name: Paul

Last Name: Esch

Email: paulesch@yahoo.com

Phone: 913-345-9311

Country: United States

City: Baton Rouge

Role: Business Manager

User is Global Manager

**Community Access**

**NOTE:** If checkbox is disabled, the company community relation specifies that all users have access to this community.

Flexpod

Update Settings
Disable
Delete

er requests  
ove usage.

Add New

Status

active

inactive

active

active

active

active

Ray Zhu	ray@hubbcase.com	program_manager	active
test test	test@tsanet.org	program_manager	active

# 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](mailto: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

First Last is your TSANet Business Manager. Other key contacts are listed below:

- First Last - Location/Department
- First Last - Location/Department
- First Last - Location/Department

Have a login?

Your work email address

Password

Login

Forgot Password?

Getting Started Legal TSANet.org

TSANET NetApp

Login

Your work email address

Password

Login

Forgot Password?

Need an Account?

First Name

Last Name

Email

Phone (include country code)

Country

City

Password

Password (Confirm)

Submit Request

Getting Started Legal TSANet.org

# Inbound Process

✕


- Company**  
View membership details, define key roles and configure departments
- Users**  
Configure how your users access the Member Web. Manage user access levels.
- Inbound Process**  
Setup how other members contact your organization. Configure notification email.
- Partner Groups**  
View Partner Groups you host or participate in. Create new Partner Groups.
- Reports**  
View user activity. Partner requests and learn ways to improve usage.

## Test Company Inbound Process - How members contact you

### Inbound Process i

Name ↓	Type	Departments	Communities	Escalation Manager
Inbound Basic	ticket	Corporate Support	Cloudera Partner Program	
Inbound Basic	ticket			
TSANet Community	ticket	TSANet Community		Paul Esch
Thales E-Security Inbounds	ticket	Corporate Support		

# Inbound Process – What you can Modify

 Process Details

Update

Process Name:

Inbound Basic

Support Hours:

24/7/365

Products Supported:

All

Type:

Standard Email Process

To Email:

casetest@tsanet.org










CC Email:

Enter Product Supported

 Escalation Details

Save

## Escalation Instructions

**B** *I* U    **H**      

An escalation process goes here

## Escalation Contacts

Escalation Contact:

Choose Escalation Contact



Alternate Escalation Contact:

Choose Alt Escalation Contact



# Inbound Process – Contact TSA Net to Change

**i** Applies to - To modify

Contact TSA Net

### Departments

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected

### Partner Groups

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected

**i** Fields - To modify

Contact TSA Net

### <Partner> Contact

Enter Your First and 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

# Process Options – Custom Fields

## 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 ▼

## 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

# Process Options – Integrate your systems strategy...


 **Ticketing Systems**

**Outbound**

- Button ticket form launches TSANet Connect. Pass data like owner email, case#...
- Initial response back from Member added to the ticket (includes details needed to work the issue)

**Inbound**

- Use the systems standard method for creating a new case (web/email)
- Use system workflow to auto-respond to Member and bcc TSANet Connect

 **Collaboration Systems**

**Outbound**

- Added as part of Collaboration request (Meet Here...)


**Inbound**

- Added as part of initial response (Meet Here...)

**Policy for what tool is used:** Defined by owner of Solution Support Group (or) the receiving Member for common customer collaboration

# Adding **Internal Notes** to other Members Process (for your users eyes only)


**Support Hours:**  
7/24/365

 **redhat - Flexpod Solution Support** ★

**Products Supported:**  
Flexpod Product X

**Internal Notes:** Internal Notes are displayed here. [View/Edit](#)

**Group Documents:** [FlexPod Compatability Guide](#) [View More...](#)

**Cisco Contact** 

Char Test

Chartest@cisco.com

555-1212

Enter your Test internal Case#

**Common Customer Contact** *(Support Contract Required)*


Enter Customer Company

Enter Customer First and Last Name


Enter Customer Email

Enter Customer Phone

Enter Customers Case# with Test (Optional)

Select Priority 

**Submit**

 Display response time information based on Priority selected

**Problem Information**

Enter Problem summary

Enter Description of problem and include troubleshooting steps or error messages

**Add your internal note on other members process documents. Can be used to add your own internal processes when contacting this member**



# Reports

**Company**  
View membership details, define key roles and configure departments

**Users**  
Configure how your users access the Member Web. Manage user access levels.

**Inbound Process**  
Setup how other members contact your organization. Configure notification email.

**Partner Groups**  
View Partner Groups you host or participate in. Create new Partner Groups.

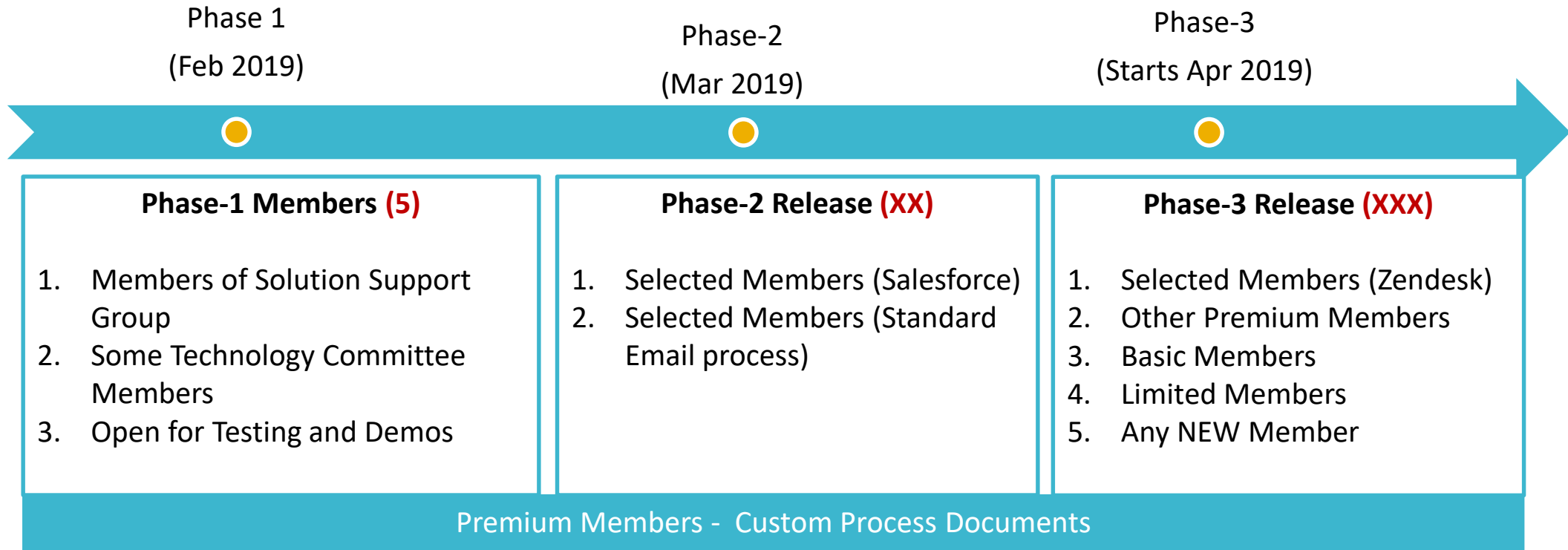
**Reports**  
View user activity. Partner requests and learn ways to improve usage.

Reporting — View Your Usage [Export Details to Excel](#) ← Allows for export of data for more detailed reports

Collaboration Requests ⓘ

Case#	Partner	Partner Case#	Summary	Request Date ↓	Respond Date
No Data Available.					

# Member Migration Timeline



**Note:** Quality driven timeline... We will contact you to coordinate your migration

# Migration Decisions / Actions

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 Forms:**
    - Standard form or Add Custom Fields
    - Standard Email Process or System Integration
- 
- ✓ **Testing**
  - ✓ **End User Training**