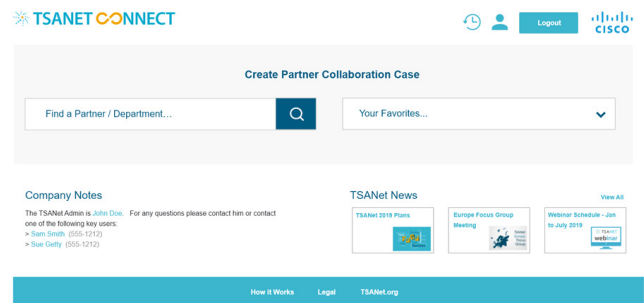
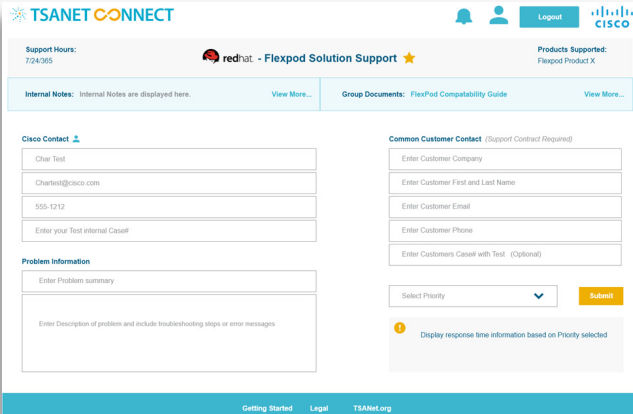


A portal providing Members a method to collaborate.

- User interface provides a streamlined method for creating a collaboration case with other Members
- Process includes integrated escalation management
- API architecture enables Members to integrate their systems

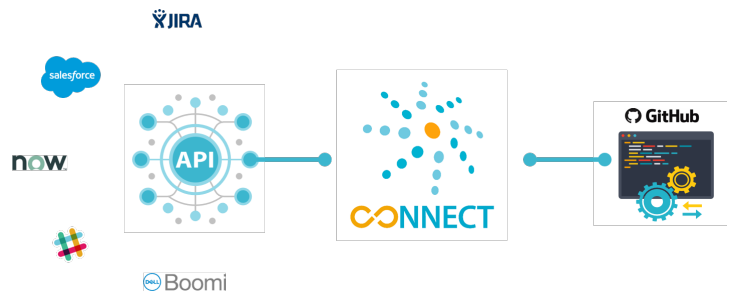



## Create Collaboration Case

- New standard inbound process form that all Members use
- Simplified to focus on initiating the collaboration
- Email workflow or CRM API Interface

## Optional API Integrations

Integrate multi vendor collaboration into your support process. TSANet Connect integrates with many Ticketing systems and Collaboration tools to create a seamless user experience.



## Connect Your Ticketing System

Members can integrate TSANet Connect to their existing ticketing systems. Integration enables automated inbound ticket creation and users to make new outbound requests.

## Connect Your Collaboration System

Slack, Microsoft Teams and WebEx Teams provide advanced features needed to work on complex problems. TSANet Connect can integrate with these tools enabling quick access for Members to collaborate on issues.



INTEGRATE YOUR SYSTEMS

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