

TSANet Implementation for Limited Members

What is TSANet?

TSANet is a Not-For-Profit Alliance established in 1993 to serve the industry by providing a collaboration mechanism for its members to work multi vendor support issues. The organization is governed by an elected Board of Directors and supported by a small global staff and funded by annual member dues.

Your Host partner is utilizing TSANet to establish a collaborative ecosystem so you can address customers' multi vendor problems.

How does TSANet Connect work?

<u>TSANet Connect</u> is a form-based collaboration platform. Members use TSANet Connect to submit and acknowledge support requests. **Once collaboration is established between members, each member will track and close the case within their individual incident tracking systems.** TSANet records and retains information regarding the members involved and their respective incident tracking numbers. TSANet does not retain any customer information.

Members have their own login page tied to their company's domain e.g. <u>member.connect.tsanet.org</u>. Individual engineers can access the system via a simple request for a link or via individual logins.

Test Case Request

Once activated, all members are highly encouraged to submit and/or receive a test case. Simply email <u>membership@tsanet.org</u> and TSANet staff will contact you with details regarding a test.

Submitting a Support Request

To submit a support request, go to your company's login page, select the Member from the Directory, and fill out the process form to submit the request.

* TSANET CONNECT	🗮 🐌 💄 🕩 Limited Memb
Collaborate with Your Partners	Add Partners
Your Partners	✓ Find a Partner / Department
Test Company Test Partner Program—Test Par -Collaborate	x ther Program
Your Limites memoersmp	TSANet News View All »
Limited Member Training »	ាំពុំពុំពុំពុំ
Support Hours Test Company Test Partner Program 😭 Products Support	
Limited Member Contact 🛔 Changes will update your profile. Brittany	Common Customer Contact
límerson	ABC Company John Smith
brittjimerson@test.com	jsmith@abc.com
+1 913 345 9311	+1 913 879 8888
Limited123	Test123 3
Problem Information	Priority Information
Problem Summary	High - P1 🗸 Submit
Problem Description	Initial response within 2 hours. The Mutual Customer's entitlement with member may affect response times

Receiving a Support Request

Inbound requests are received via an email from <u>connect@tsanet.org</u>. The formatted email will contain case details and a button (**Respond to XXXX**) to acknowledge the request. Clicking the Respond to button will pull up the acknowledgement form where the receiver inputs information on how they wish to collaborate (email, phone, engineer assigned etc.). **Once the support request is acknowledged, the TSANet Connect system no longer plays a role in the collaboration.**

TSANet Collaboration Request from Test Company		
This is a collaboration request from Test Company on a common customer issue. Please use the details below to enter this as a case and respond by selecting the button below. If you have questions esculate internally to Paul Exch paules/Bryahoc com or Pirtitary Jimerson DiffusiescongQuebook com .		
You must respond with assigned engineer within the SLA defined below.	Respond to Test Company - Case Problem Summary	
Initial response within 2 hours. The Mutual Customer's entitlement with member may affect response times	2	
Respond to Test Company	Test Company Case Information	
Request Details:	rest company case number	Note: Example Instructions for next steps
Test Company Contact	Assigned Engineer First and Last Name	
Name: Brittany Jimerson	Assigned Engineer Email	3
Email: brittjimerson@outlook.com	Assigned Engineer Email	
Phone: US: +1 913 345 9311 Case# 123	Assigned Engineer Phone	
Gasew. 723		Submit
Customer Contact		
Customer Company: ABC		

Escalation

Each TSANet relationship has defined SLA response times. The **Sender** selects the priority of the issue upon submission. If the **Receiver** does not acknowledge the case within the SLA, a separate email will be sent to the designated escalation manager(s). **TSANet monitors and will attempt to contact the member(s) if a case is not acknowledged.**

Administration and Metrics

All members have identified TSANet Managers with access to reporting. Reporting contains metrics on inbound and outbound calls for a time period and additional information regarding response times, etc. Changes or edits should be requested to <u>membership@tsanet.org</u>.

<u>Click here</u> for additional information and training.