



LIMITED MEMBER
ADMINISTRATOR TRAINING

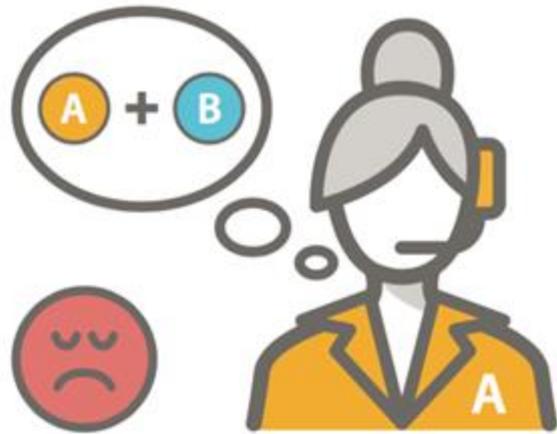
What is TSANet...

TSANet is a global collaborative alliance consisting of hundreds of companies working together to improve their shared customers' support experiences.

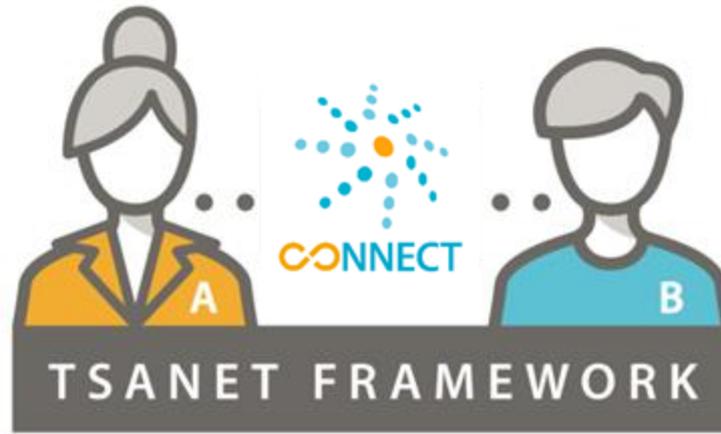
700+ MEMBERS

Logos displayed include: Citrix, Microsoft, VMware, DataCore, NetApp, Oracle, Veritas, Cisco, Red Hat, Hewlett Packard Enterprise, IBM, Actian, Symantec, Fujitsu, CA Technologies, Datalink, Nutanix, F5, Dell, and Dell EMC.

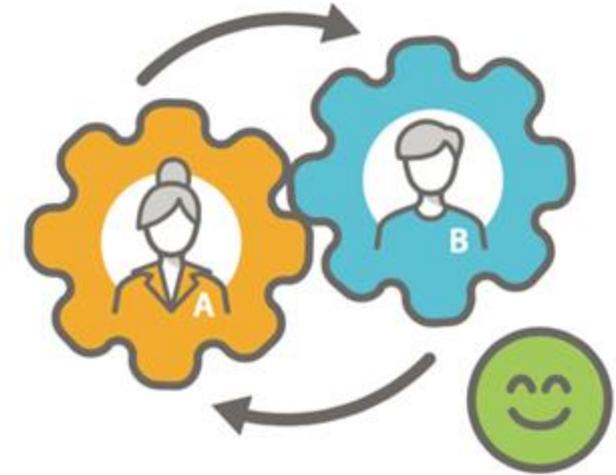
How does it work...



- 1 Your team is working a customer issue that requires assistance from another Member

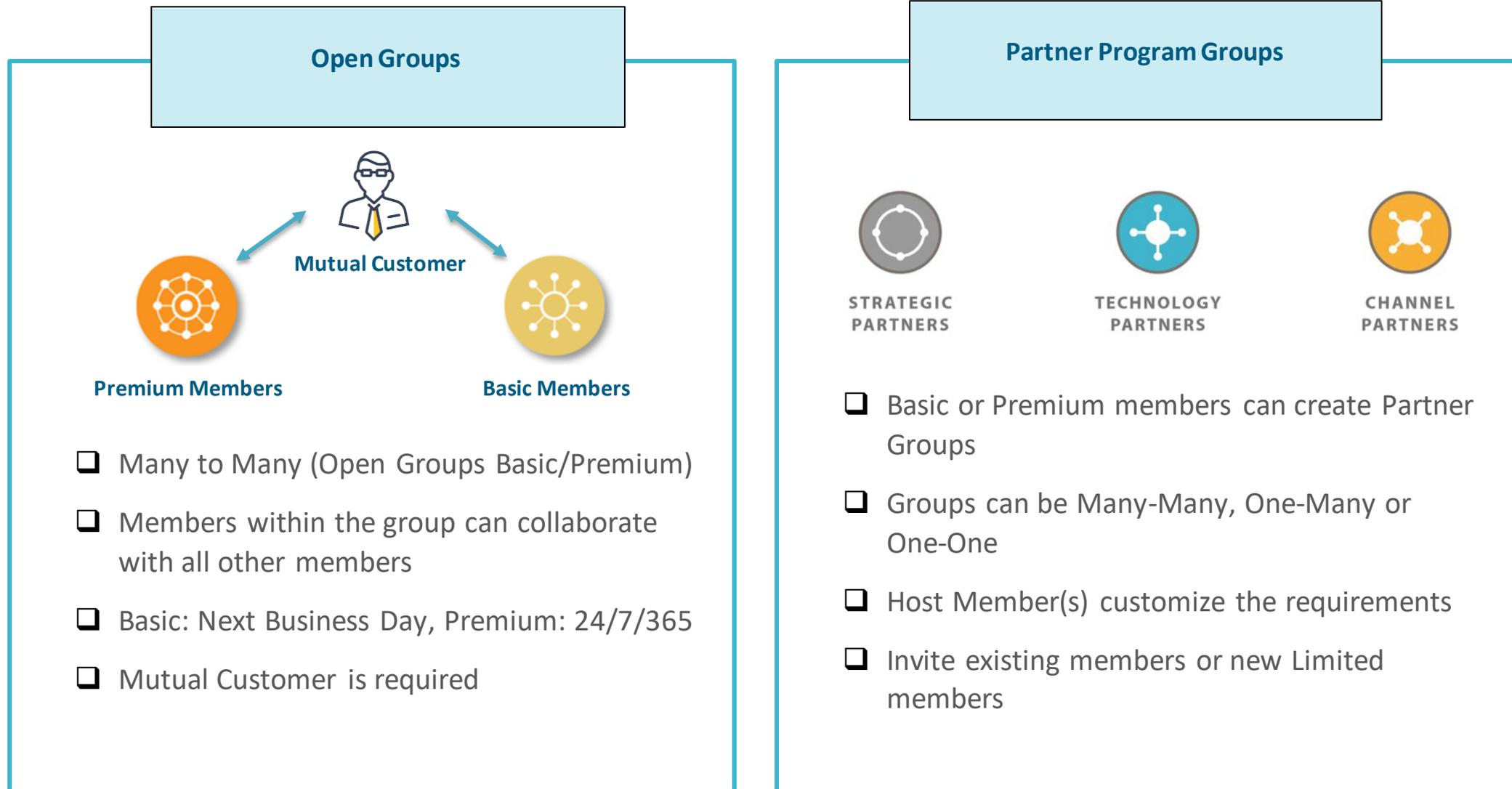


- 2 Your team uses TSANet Connect to directly engage and collaborate



- 3 Members work together to resolve the issue resulting in a great customer experience

Membership Relationship Structure



Limited Member Overview

How Limited Members Join

1. Limited members join a custom relationship created and administrated by a TSANet Basic or Premium member
2. All administration and on boarding is handled by the sponsoring company
3. Limited members can be part of multiple Partner Programs
4. Limited Membership is \$500 per year per relationship. Some Partner programs are host paid resulting in no cost to the Limited Member

TSANet Connect Features for Limited Members

1. A single Standard Email process used for all relationships
2. Standard process form (Not able to add Custom Fields)
3. Can join Technology Partner groups but not Solution Support Groups
4. Not able to create Partner Programs

For more information about Membership features see <https://tsanet.org/join/>



System Overview

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



Login Page – yourdomain.connect.tsanet.org



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

@yourdomain.com

Your TSANet Managers

- 1. First Last
- 2. First Last

Have a login?

[Forgot Password?](#)

Authentication Email

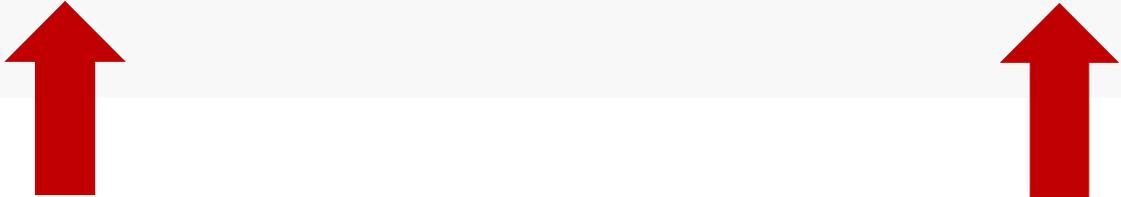
- Enter your email and you will receive a login link
- To convert to a permanent account set a password under your profile

How to use – Select from your list of Partners

Create Partner Collaboration Case

Your Partners ... ▼

Find a Partner / Department ... 🔍



Select from your list of Partners

To add additional Partners use the search and make a request. TSANet staff will work with your Business Manager on these requests

- *Send Invite*
- *Partner Not Found*

How to Use: Create Collaboration Case...

1. New standard inbound process form
2. Simplified to focus on creating the collaboration
3. Email workflow includes SLA and Escalation instructions
4. Over time all members will migrate to this process form method. Until then you may find Members with static instructions for contacting

The screenshot displays the TSANET CONNECT web interface for creating a collaboration case. The page features a header with the TSANET CONNECT logo, a user profile icon, a notification bell, and a 'Logout' button. Below the header, there is a navigation bar with 'Support Hours: 7/24/365', 'Test - Default Template' (marked with a star), and 'Products Supported: All'. The main content area is divided into several sections: 'Internal Notes' and 'Group Documents' at the top, followed by 'Test Contact' and 'Common Customer Contact' forms. The 'Test Contact' form includes fields for 'Enter Your First Name', 'Enter Your Last Name', 'Enter Your Email', 'Enter Your Phone', and 'Enter your Test internal Case#'. The 'Common Customer Contact' form includes fields for 'Enter Customer Company', 'Enter Customer First and Last Name', 'Enter Customer Email', 'Enter Customer Phone', and 'Enter Customers Case# with Test (Optional)'. Below these forms is a 'Problem Information' section with a 'Select Priority' dropdown menu and a 'Submit' button. A note below the dropdown states: 'Display information based on Priority selected (Example Response time or special instructions)'. The footer contains links for 'Getting Started', 'Legal', and 'TSANet.org'.

Process Overview

Cisco has responded to your request (NetApp Case# 555431 - Questions on error code xyz). Contact details and Cisco Cas with any special inspections for working the case.



This is a collaboration request from NetApp 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 escalate internally to John Doe.



Chech Mix

DO NOT REPLY TO THIS EMAIL. Use the conl

Cisco Case# and Contact details

Cisco Case#: 555459
Contact Name: Joe Cisco
Email: joe@cisco.com
Phone: 225-555-1212

Note

Please use the WebEx Team room below to shar case
<https://someurl.com>

Escalation Instructions:

Escalation instructions from the Member. Should name and phone. Mary Kay 225-555-1212 or mary@test.com

Have questions or want to change these emails? [Contact TSANet](#)

Have questions or want to change these emails? [Contact TSANet](#)

Create Partner Collaboration Case

Your Partners ...

Find a Partner / Department ...

Your Limited Membership



[Limited Member Training »](#)

View the limited Member training video



[Limited Membership Details »](#)

Details about your Limited Membership

TSANet News

[View All »](#)



[TSANet Connect – Member Migration Update Webinar Recording and Slides »](#)

If you missed the webinar, we have provided the recording and slides below. This webinar focused on how members are utilizing the new TSANet Connect platform and presented options for migration fro...



[Software AG hosts TSANet EMEA Focus Group meeting »](#)

TSANet hosted a workshop on March 25-26, 2019 at the Software AG facility in Darmstadt, Germany. This was the tenth face-to-face meeting TSANet held in Europe about relevant topics on technical sup...

Summary: *This is a test case for this error message*

Description: *This is the detailed description of the problem. I can include the error message: error 1234 at XXYY. Happens when we try to save settings.*

Priority: Priority 2

Have questions or want to change these emails? [Contact TSANet](#)



Administration Tasks

Limited Member Administrator Menu



<p> Company</p> <p>Limited Members are not able to create or manage Departments</p>	<p>Users</p> <p>Configure how your users access the Member Web. Manage user access levels.</p>	<p>Inbound Process</p> <p>Setup how other members contact your organization. Configure notification email.</p>	<p> Partner Groups</p> <p>Limited Members do not have the ability to create or manage Partner Groups</p>	<p>Reports</p> <p>View user activity. Partner requests and learn ways to improve usage.</p>
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- ~~1. Company~~: Restricted for Limited Members. Defaulted to a single support department
2. Users: View users (New users auto-register on the login page)
3. Inbound Process: Setup your inbound process
- ~~4. Partner Groups~~: Restricted for Limited Members. Not able to create Partner Groups
5. Reports: View both inbound and outbound collaboration requests

Users

Chex Mix Users— To modify [Contact TSANet](#)

User Access Management 

Login Method: Email Authentication Link

Email Domain Match: gmail.com

Login Page: <https://chex-mix.connect.tsanet.org>

Users

Name ↓	Email	Role	Created Through	Status
Rice Krispie	brittjimerson@gmail.com	business_manager	register	active
Support Name	brittjimerson@outlook.com	program_manager	register	active

1. View Access Management details: Must contact TSANet for changes
2. View Users: Limited Members must contact TSANet to create additional admin accounts.
Standard users supply their company email on login page to gain access

Inbound Process



Process — To modify [Contact TSANet](#)

Support Hours:	247	Escalation Instructions: brittjimerson@gmail.com
Products Supported:	all	
Support Email Alias:	brittjimerson@gmail.com	
Support Manager Email:	brittjimerson@outlook.com	

1. Limited members have a single standard email process that is defined during the setup process. Contact TSANet to make any changes
2. Limited Members do not have the ability to add custom fields

Inbound Process Overview

Email will arrive at your designated email alias.

1. Email will be sent to the support email alias. From address will be connect@tsanet.org
2. The email will contain a button for responding to the Partner. This will take you to a form to provide the following: Your Case#, Engineer Name, email, phone and an optional note.
3. You must respond within the agreed SLA (This is noted on the email). For any issues contact the sender directly to resolve the issue. All sender contact details are included but a phone call is recommended.
4. The Sender will receive your escalation instructions as part of the process to use as needed (For example if the initial response is not received within the defined SLA)

Assigned Engineer works the case

1. Your engineer works the case with the Partner Contact (Use email, phone or any special instructions noted in the request)
2. Your engineer does NOT need to update TSANet Connect system. The engineer works the Case to closure and uses internal tools & policies that are part of your case management process

Reports

Reporting — View Your Usage

Export Details to Excel

Collaboration Requests

Note: All timestamps are using GMT timezone.

Search Table

Type	Chex Mix Case#	Partner	Request Date	Response Date ↓	
Inbound		Test Company	May-03-2019 10:26 pm		 Details

1. View both inbound and outbound requests. View Details 
2. Export data to excel and merge with your ticking system data to gain end-end visibility of the process