

# Responding to a TSANet Test Case

To verify you can collaborate with your partner, TSANet requires you to validate an inbound test case submitted by TSANet staff. Once the test case is confirmed, you will be activated in the partner program. A confirmation email will be sent by TSANet.

## How to respond

An inbound email will be sent to the support email alias inputted during the sign-up process. The email from [connect@tsanet.org](mailto:connect@tsanet.org) will contain information including a problem summary and description as well as mutual customer information. The test email will contain dummy information and noted as a TSANet Test Case.

The image shows a screenshot of an email template titled "TSANet Collaboration Request from TSANet Inc." The email body contains instructions for responding to a test case, including contact details for TSANet Inc. and the customer, and problem details. A yellow button labeled "Respond to TSANet Inc." is prominently displayed. The footer contains a link to contact TSANet and a Connect token.

**TSANet Collaboration Request from TSANet Inc.**

This is a collaboration request from **TSANet Inc.** 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 **Britt Jimerson** [brittjimerson@gmail.com](mailto:brittjimerson@gmail.com). You must respond with assigned engineer within the SLA defined below:

Initial response by the next business day. The Mutual Customer's entitlement with member may affect response times

**Respond to TSANet Inc.**

**Request Details:**

**TSANet Inc. Contact**  
Name: *Brittany Jimerson*  
Email: [brittany@tsanet.org](mailto:brittany@tsanet.org)  
Phone: *US: (913) 345-9311*  
Case#: *TestCase123*

**Customer Contact**  
*Customer Company: Dummy Account*  
*Customer Name: John Smith*  
*Customer Email: [jsmith@dummyaccount.com](mailto:jsmith@dummyaccount.com)*  
*Customer Phone Including Country Code: US: (913) 547-8744*  
*Customer Case # with Abc computer (Optional): ABC123*

**Problem Details**  
*Summary: Test Case Submitted – Required Action*  
*Description: This is a TSANet Test Case submitted to validate your process for working collaboration requests from a TSANet partner. You must acknowledge this case with the "Respond to TSANet" button.*  
*Priority: Low - P3*


Have questions or want to change these emails? [Contact TSANet](#)  
TSANet Connect Token: F00IjaD0U S64YFd7RKV5

To respond and validate the case, any user can click on the button provided in the email. DO NOT REPLY TO THE EMAIL. When a user clicks on the Respond button, a response form will need to be filled out containing your case number, engineer's contact information and can include an optional note such as next steps (see image below).

**TSANET CONNECT**

### Respond to TSANet Inc. - Case Problem Summary

**Abc computer Case Information**

Abc computer Case Number	Note: Example Instructions for next steps
Assigned Engineer First and Last Name	
Assigned Engineer Email	
 Assigned Engineer Phone	

**Submit**

*Note! After Submitting your response contact the TSANet Inc. Assigned Engineer to work the case.*

<b>Case Information:</b> TSANet Inc. Case#: TestCase123 Assigned Engineer: Brittany Jimerson Email: <a href="mailto:brittany@tsanet.org">brittany@tsanet.org</a> Phone: US: (913) 345-9311	<b>Customer Info:</b> Customer Company: Dummy Account Customer Name: John Smith Customer Email: <a href="mailto:jsmith@dummyaccount.com">jsmith@dummyaccount.com</a> Customer Phone Including Country Code: US: (913) 547-8744 Customer Case # with Abc computer (Optional): ABC123
--	--

**Problem:**  
Summary: Test Case Submitted - Required Action  
Description:  
This is a TSANet Test Case submitted to validate your process for working collaboration requests from a TSANet partner. You must acknowledge this case with the "Respond to TSANet" button.  
Priority: Low - P3

This information is sent to the engineer submitting the request. Once a request is acknowledged via the response form, the TSANet Connect process is complete and you will track and close the case via your internal CRM system. TSANet will only record the case numbers on both sides. All customer information and other information is deleted.