



GTAC Email Support v1.0

User Guide

August, 2004

Version: 0.1.0

Availability: General. All Enterasys customers and partners

Abstract:

This document will provide a brief user guide about the deployment of our enhanced email support system. All email support inquiries made to the Global Technical Assistance Center will be acknowledged with a case number or the user will be required to automatically register prior to receiving an acknowledgement. The guide will outline how our system determines registration, acknowledges technical support inquiries, and routes the technical support case to the appropriate technology queue.

Enterasys Global Technical Services
Enterasys Networks, Inc.
August 2004

SUMMARY OF DOCUMENT CHANGES

Version	Date	Author(s)	Changes
0.1.0	8-12-04	Robert Cruz Michael Ferris	Initial Release

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Introduction

1.1 Abstract

This document will provide a brief user guide about the deployment of our enhanced Email Support system. All email support inquiries made to the Global Technical Assistance Center will be acknowledged with a case number or the user will be required to automatically register prior to receiving an acknowledgement. The guide will outline how our system determines registration, acknowledges technical support inquiries, and routes the technical support case to the appropriate technology queue.

1.2 Email Support System Description

Enterasys Global Technical Services has enhanced our Email Support system. All customer or partner inquiries to support@enterasys.com (or equivalent) will be acknowledged by the GTAC with a case number. This includes all GTAC web forms posted on www.enterasys.com/support/email_forms/

The integration of the e-mail system into our customer relationship management system has enhanced our ability to document and respond to customer inquiries in a more effective and efficient manner. Every attempt has been made to make this as seamless as possible to the customer. However, there are minimal changes to the workflow specific to the customer's email address format and listing within our CRM database.

Summary of a customer workflow:

- A Customer sends a technical support request to support@enterasys.com, apsupport@enterasys.com, or europup@enterasys.com OR alternatively the customer uses a support email web form, RMA web form, or German RMA web form. New forms resemble the old forms except GTAC has removed references to unsupported obsolete products.
- The customer inquiry arrives at the Enterasys mail server. An application programming interface call is made to the CRM database to validate that the customer's email address is listed in our contact database. If the sender's email address is listed then GTAC will open a technical service case and E-Acknowledge the customer, providing a case number and further instructions for call backs and subsequent correspondence.
- If the customer's email address does not exist in our CRM database, then the customer will receive an E-Response from the GTAC redirecting the customer to a web form that will allow the customer to automatically register.

Welcome to our enhanced contact system, the Service and Support organization is committed to delivering unified world class systems to the stakeholders of Enterasys Networks. These systems will provide the competitive advantage that will truly differentiate us and our customers from the competition.

If you have any additional questions, please contact us at gts_admin@enterasys.com .

1.3 Scope

The deployment of this service is generally available to all Enterasys customers and partners. All customer technical support inquires with an origin of support email or GTAC web forms under www.enterasys.com/support/email_forms have been integrated.

Service Level Agreements

2.1 Service Contract Requirements

This service does not require an Enterasys service contract.

2.2 Definition of Severities

Case Category	Self Service Support	Service Level
C1	NA	
C2	X	Initial response within 24hrs.
C3	X	Initial response within 48hrs.
C4	X	Enhancement request
RMA	X	No SBD or NBD coverage, please call

- Severity C1 Critical Network Outage requiring immediate GTAC attention
- Severity C2 Intermittent Network Failure
- Severity C3 Non-critical Network Operation Failure
- Severity C4 Enhancement Request
- RMA No Same Day or Next Day coverage, please call the GTAC if this is required

Email Support Access Methods

3.1 Direct Email Inquiries into the GTAC

The current email addresses aliases are supported

- apac.support@enterasys.com
- apacsupport@enterasys.com
- asia-support@enterasys.com
- rma-ap@enterasys.com
- rma-emea@enterasys.com
- rma-usa@enterasys.com
- sfvn-support@enterasys.com
- support@enterasys.com
- techsupport@enterasys.com
- apsupport@enterasys.com
- eurosup@enterasys.com

3.2 Web Forms into the GTAC

The current web form URL's are supported.

Email to Case:

- http://www.enterasys.com/support/email_forms/support

RMA to Case:

- http://www.enterasys.com/support/email_forms/rma
- http://www.enterasys.com/de/support/email_forms/germanrma

Email Support System Requirements

4.1 Quick Reference Guide

- ✓ Your email address must be listed as a contact in our CRM database.
 - An auto registration bounce back message will be sent to you with instructions on how to quickly register and submit your request.
 - Subsequent email requests will not require registration
- ✓ All new cases require a Technology Based Route Identifier. See below.
 - The id's used are the same as the old system
 - Example - Subject: [ETH] Matrix switch question
 - Do not use the Route ID when replying to existing cases
- ✓ All new cases will be acknowledged with a GTAC case number.
- ✓ Adding case notes to an existing case MUST include the case number in the subject line enclosed within parentheses. The Route ID MUST NOT be present or a new case may be created.
 - Example - Subject: (00400000) Matrix switch question

4.2 Registration Requirements

The Email Support system requires a user's name and email address be listed in our CRM database. Enterasys service contract accounts are listed in our database with account names and some contact information. In other cases, customers without a service contract may also be listed. The Email Support system will validate your user account information prior to logging a case with the GTAC.

Users who are not listed will be redirected to a web form to automatically register and submit a request. The URL is listed below.

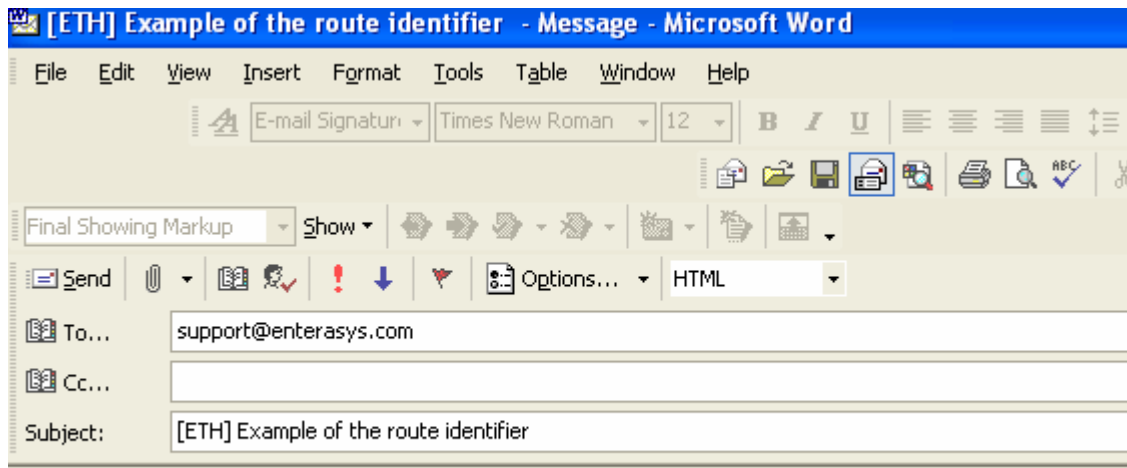
- http://www.enterasys.com/support/email_forms/support

4.3 Technology Based Route Identifier Requirements

The Email Support system requires a technology based route identifier be listed in the email subject header to properly assign your case to the correct engineering skill.

Routing Identifier MUST be enclosed within brackets. Please refer to the list below.

Route Identifier MUST precede all other text in the email subject line.



The current technology based router flags are:

- [ETH]** Switching Products (Matrix, Vertical Horizons, SmartSwitch)
- [ROUTE]** SSR Enterprise Network Routers(X-pedition-ER-16,8600,8000,2100,2000)
- [SPEL]** NetSight Element Manager)
- [NETSIGHT]** NetSight (Policy Manager, Element Manager, Atlas, Gateway)
- [SFVN]** SecureFast VLAN Hardware, Software (VLAN Manager)
- [ATM]** ATM Solutions (SmartSwitch 2500, 6500, 9500, VHSIM2-A6DP)
- [AUROREAN]** Aureorean VPN Products
- [DRAGON]** Dragon IDS products
- [NOKIA]** Nokia/Checkpoint Firewall Products
- [WAN]** Wide Area Technologies (XSR-1800 Family, CSX Family,SSR1XX, SSR2XX)
- [TR]** Token-Ring Hardware (Bridges, Switches, MAUs, Hubs)
- [FDDI]** FDDI Hardware (Bridges, Switches, Concentrators, Hubs)
- [RA]** Remote Access Technologies (ISDN, Terminal Servers)
- [UPN]** User Personalized Networks
- [WIRELESS]** Wireless Products (RoamAbout)

[NONE] If none of these topics seem appropriate, please use this keyword. The GTAC will review your message and ensure that it is forwarded to the correct group.

[PRIMUS] Knowledge Base Questions

Email Support Notifications

5.1 Types of Notifications

There are five types of notification

- Enterasys GTAC Support Mail Registration Required
- Please Resend Your Message [ADMIN]
- GTAC Case Number (00000000) has been created
- GTAC Case Number (00000000) has been updated
- GTAC Case Number (00000000) is not valid

5.2 Enterasys GTAC Support Mail Registration Required Message

Subject: Enterasys GTAC Support Mail Registration Required

~*~*~*~*~*Content Below This Line Will Be Truncated In Your Reply Message ~*~*~*~*~*

Thank you for your email request to support@enterasys.com. Enterasys Global Technical Assistance Center has upgraded our support email system. We were unable to process your email request because your email address is not registered in our contact database. For automatically registration please go to the following URL.

http://www.enterasys.com/support/email_forms/support

This web form will automatically register you as an Enterasys Networks customer and document your request. You will receive an E-Acknowledgment in a few minutes that provides a case number, case summary, and instructions on future correspondents to this technical support inquiry.

If you have additional questions and would like to speak to one of our representatives please contact the Global Technical Assistance Center via the phone number listed below.

Enterasys Networks | Phone: 603-332-9400

<http://www.enterasys.com/support>

Global Toll Free Numbers are available at:

<http://www.enterasys.com/support/gtac-all.html?amer#info>

5.3 Please Resend your Message [ADMIN]

Subject: Please Resend Your Message! [ADMIN]

***** You MUST include the SQUARE BRACKETS with the keyword for new cases*****

OR

***** You MUST include your case number in parenthesis, example (00008883) for all existing GTAC cases*****

Thank you for your email request to support@enterasys.com. We are unable to process your email request without a product identifier in the subject field. Please include one of the following product ID codes in square brackets in the subject and re-send your email. Note that the square brackets are required and must precede all other text in the subject ex [ETH] Question on 802.3 spec.

Note: If you are attempting to update a current service case and received this message, please insure that you have entered the case number surrounded by parenthesis ex (40000001) into the subject line and resend your message.

You may also submit your question using our web form, which automatically takes care of Product Identifier at:

http://www.enterasys.com/support/email_forms/support

FILE Attachments are now supported:

Please note that we are unable to process file attachments that are larger than 5MB for email messages sent to support@enterasys.com.

If your attachments exceed the 5MB limitation, please upload your file using the Enterasys File Exchange and include the six digit ID number in your message:

<http://www.enterasys.com/support/upload/>

--OR--

Upload the file to our FTP site and include the file name in your message:

<ftp://ftp.enterasys.com/upload/>

INSTRUCTIONS:

We are sorry, but we were unable to locate a KEYWORD in the subject of your message. Our email system searches for one keyword in the SUBJECT line of your email. Use only one keyword per message. Please note that in order to be properly recognized, the keyword must be in SQUARE BRACKETS and precede all other text in the subject. For example:

Subject: [ETH] Question on 802.3 spec

Please browse the keywords below and RESEND your email with the appropriate keyword in the SUBJECT.

Keyword Description

*** You MUST include the SQUARE BRACKETS with the keyword ***

To request an RMA number See our online RMA form at:

http://www.enterasys.com/support/email_forms/rma

[ETH] Switching Products (Matrix, Vertical Horizons, SmartSwitch)
[ROUTE] SSR Enterprise Network Routers(X-pedition-ER-16,8600,8000,2100,2000)
[SPEL] NetSight (Element Manager)
[NETSIGHT] NetSight (Policy Manager, Element Manager, Atlas, Gateway)
[SFVN] SecureFast VLAN Hardware, Software (VLAN Manager)
[ATM] ATM Solutions (SmartSwitch 2500, 6500, 9500, VHSIM2-A6DP)
[AUROREAN] Aureorean VPN Products
[DRAGON] Dragon IDS products
[NOKIA] Nokia/Checkpoint Firewall Products
[WAN] Wide Area Technologies (XSR-1800 Family, CSX Family, SSR1XX, SSR2XX)
[TR] Token-Ring Hardware (Bridges, Switches, MAUs, Hubs)
[FDDI] FDDI Hardware (Bridges, Switches, Concentrators, Hubs)
[RA] Remote Access Technologies (ISDN, Terminal Servers)
[UPN] User Personalized Networks
[PRIMUS] Knowledge Base Questions (New as of 08/2004)
[WIRELESS] Wireless Products (RoamAbout)
[NONE] If none of these topics seem appropriate, please use keyword, and a Technician will review your message and ensure that it is forwarded to the correct group.

*** You MUST include the SQUARE BRACKETS with the keyword and it must precede all other text ***

Enterasys Networks | Phone: 603-332-9400

<http://www.enterasys.com>

Global Toll Free Numbers are available at:

<http://www.enterasys.com/support/gtac-all.html#info>

5.4 GTAC Case Number (00000000) has been created: Message

~*~*~*~*~*Content Below This Line Will Be Truncated In Your Reply Message ~*~*~*~*~*

Thank you for your technical support inquiry with Enterasys Networks.

Case Number (00000000) has been created with the Enterasys Global Technical Assistance Center.

Response time for GTAC support mail cases will be processed based on the type of inquiry. Please refer to our service contract portfolio for more details. <http://www.enterasys.com/services/>

For future correspondence regarding this technical support inquiry please reply using this email or use your case number in the email subject field. Please be sure to enclose your case number in parenthesis, example (00403909). Note, you are NOT required to include a routing identifier in the reply message.

Contact Name: Customer Name

Subject: [ETH] Support request

Case Status: Open

Description:

This is where your question will appear.

***** You MUST include your case number in parenthesis, example (00000000) *****

File Attachments are now supported. Please note that we are unable to process file attachments that are larger than 5MB.

If your attachments exceed the 5MB limitation, please upload your file using the Enterasys File Exchange and include the six digit ID number in your message:

<http://www.enterasys.com/support/upload/>

--OR--

Upload the file to our FTP site and include the file name in your message:

<ftp://ftp.enterasys.com/upload/>

5.5 GTAC Case Number (00000000) has been updated: Message

Subject: GTAC Case Number (00000000) has been updated

~*~*~*~*~*Content Below This Line Will Be Truncated In Your Reply Message ~*~*~*~*~*

Thank you for updating your technical support inquiry with Enterasys Networks.

Case Number (00000000) has been updated with the Enterasys Global Technical Assistance Center.

For future correspondence regarding this technical support inquiry please reply using this email or use your case number in the email subject field. Please be sure to enclose your case number in parenthesis, example (00000000). Note, you are NOT required to include a routing identifier in the reply message.

Contact Name: Customer Name

Subject: update support case

Case Status: Open

Description

This is where your case update will appear.

***** You MUST include your case number in parenthesis, example (00000000) *****

File Attachments are now supported. Please note that we are unable to process file attachments that are larger than 5MB.

If your attachments exceed the 5MB limitation, please upload your file using the Enterasys File Exchange and include the six digit ID number in your message:

<http://www.enterasys.com/support/upload/>

--OR--

Upload the file to our FTP site and include the file name in your message:

<ftp://ftp.enterasys.com/upload/>

5.6 GTAC Case Number (00000000) is not valid: Message

Subject: GTAC Case Number (00000000) is not valid

~*~*~*~*~*Content Below This Line Will Be Truncated In Your Reply Message ~*~*~*~*~*

The case Number you have provided is not valid please verify the case number you are referencing and also insure that you have enclosed the case number with parenthesis(xxxxxxx). If you have completed the above request please remove case number from the subject line and resend email to log a new case.

-----Original Message-----

From: Customer@company.com

Sent: Tue, 17 Aug 2004 18:51:59 +0530

To: support@enterasys.com

Subject: I would like to update case (00000000)

Case Management Best Practices

6.1 Adding Case Notes to an Existing GTAC Case

The GTAC E-acknowledges all technical support inquiries. The user will receive an email response with a case number in the subject field.

To update an existing case with new case comments the case number **MUST** be in the email subject enclosed in parentheses. Please refer to the example below.

Example of an E-acknowledgement:

Subject: GTAC Case Number (00400001) has been created

~*~*~*~*~*Content Below This Line Will Be Truncated In Your Reply Message ~*~*~*~*~*

Thank you for your technical support inquiry with Enterasys Networks.

Case Number (00400001) has been created with the Enterasys Global Technical Assistance Center.

Response time for GTAC support mail cases will be processed based on the type of inquiry. Please refer to our service contract portfolio for more details.

<http://www.enterasys.com/services/>

For future correspondence regarding this technical support inquiry please reply using this email or use your case number in the email subject field. Please be sure to enclose your case number in parenthesis, example (00400001). Note, you are NOT required to include a routing identifier in the reply message.