



Sirvisetti Customer Service Portal (Support System) **User Manual**

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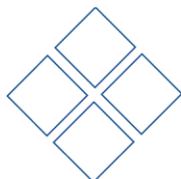
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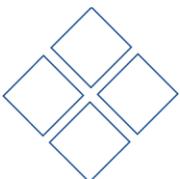
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Preface

The Preface introduces you Sirvisetti Customer Service Portal (Support System). It discusses the purpose of the document and the guide's intended audience.



Audience

Sirvisetti Customer Service provides extended assistance to all the customers of Sirvisetti. Customers can use this document as a guide for all support related queries.

About Sirvisetti

Sirvisetti Systems provides a Web Services development, deployment and integration platform, Web Services based solutions, and professional services.

Sirvisetti's AppTalk™ Server allows corporations to leverage their existing skills and technical resources while building Web Services applications. Using graphical design tools that hide much of the Web Services complexity, developers do not need to become familiar with the intricacies of developing Web Services components.

Sirvisetti's AppTalk™ Server enables enterprises to take advantage of Web Services to:

- Build new applications using Web Services
- Add Web Services interface to existing applications
- Provide Enterprise Applications Integration (EAI)
- Build flexible B2Bi or Business to Business integration solutions

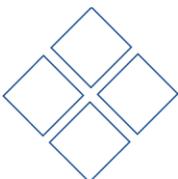
Sirvisetti also provides solutions built using AppTalk™ Server, including:

- AutoConnector for Oracle11i E-Business Suite – allows for Web Services interface to Oracle Applications
- AutoStream – A framework for business to business communication automation

All Sirvisetti products use open standards such as J2EE, SOAP, UDDI, WSDL and XML. This provides for greater flexibility in application development and deployment, while also preventing single vendor lock in.

Sirvisetti, founded in April 2000, is led by a team of technical and business executives with extensive industry experience gained while working at world's top software companies and universities.

Sirvisetti Systems is an Oracle **Certified Partner**. Sirvisetti is an expert in custom integrations of Oracle, SAP, ADP, Ceridian, Concur, Hyperion, TM1, Incentive, StreamServe, Optio, Nina and other enterprise applications.



When You May Need to Use This Manual

Sirvisetti Customer Service is provided in many different ways. This document delineates the different types of support and the process by which customers can access and make full use of Sirvisetti Support. It also covers the standard support procedure and alternative support actions.

How This Manual is organized

This manual has the following chapters and appendixes:

Preface

This chapter introduces you to Sirvisetti Customer Service

Chapter 1 – About Sirvisetti Customer Service

This chapter discusses the basics of Sirvisetti support system.

Chapter 2 – Support Channels

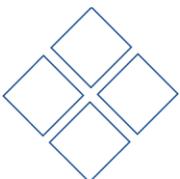
This chapter delineates the various support channels.

Chapter 3 – Creating and Managing Tickets

This chapter guides you on creating and managing tickets.

Chapter 4 – Support Plans

This chapter delineates the two support plans.



Chapter 1: About Sirvisetti Customer Service

Sirvisetti Customer Service team will provide support 24x7 through out the year. The purpose is to provide instant support to a customer at any part of the globe at any time of the day.

Ticketing System

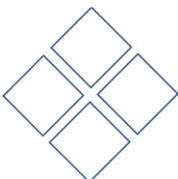
Every customer issue will be treated as a ticket. Ticketing is a procedure of declaring and communicating the problem using Sirvisetti Web Support channel. If the customer fails to create a ticket, the support team will create a ticket on the customer's behalf. So, whatever be the support channel (phone, Email etc.) the customer uses, a ticket will be created.

The customer can create a ticket from <http://www.sirvisetti.com/support/>. Every customer can register and login to this site to create a ticket and avail a host of other support facilities provided by Sirvisetti. **Whenever a ticket is created, updated or responded an E-Mail notification is sent to the corresponding person.**

Once a ticket is created, all communication between the support team and the customer will be through the ticket. When a support issue has been solved, the corresponding ticket will be closed.

Registration

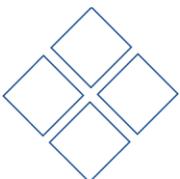
To create a ticket, the customer must register at <http://www.sirvisetti.com/support/>. Once registered, the support team will send the customer a mail with the login details and instructions



Support Site

The web site <http://www.sirvisetti.com/support/> is exclusively designed for Sirvisetti support system. A customer can create and view tickets from here. The support site can be used in the following ways:

1. The customer can create ticket, view responses, update tickets from this site
2. Every customer can register in the site to avail support facilities like:
 - FAQs – Lists most of the frequently asked questions.
 - Knowledge Base – Contains the collection of support issues that were encountered in the past along with the solutions that were provided.
 - Downloads - Lists the available patches. Customers can download software patches, bug fixes etc.
 - Forums – Enables customers to discuss support issues.



Chapter 2: Support Channels

There are four channels through which Sirvisetti provides support. They are:

1. Web Support
2. E-Mail Support
3. Phone Support

Whatever may be the type of support; all issues will be handled through the Ticketing System

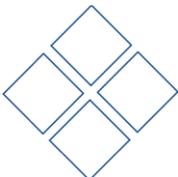
Web Support

Web support is the primary form of support. The process by which a customer can avail web support is as follows:

1. The customer registers at <http://www.sirvisetti.com/support/>.
2. The customer creates a Ticket.
3. The support team replies to the ticket and closes the ticket after the issue is solved.
4. The customer can also close a ticket if the problem has been solved. If the customer does not close the ticket for a certain period of time, the support team will close it.

The support web site also allows the customer to make use of various other support facilities. Some of the featured facilities are given below:

1. FAQs – Lists most of the frequently asked questions.
2. Knowledge Base – Contains the collection of support issues that were encountered in the past along with the solutions that were provided.



3. Downloads - Lists the available patches. Customers can download software patches, bug fixes etc.
4. Forums – Enables customers to discuss support issues.

E-Mail Support

The customer can mail to **support@sirvisetti.com** to receive support. The process by which a customer may avail E-Mail support is as follows:

1. The customer mails the issue to **support@sirvisetti.com**.
2. The support team creates a ticket on behalf of the customer.
3. The customer is intimated via E-Mail that a ticket has been created
4. The support team replies to the ticket and closes the ticket after the issue is solved.

If the customer is not registered, the support team creates a login for the customer and also creates a ticket. Both the login details and the ticket information will be sent to the customer.

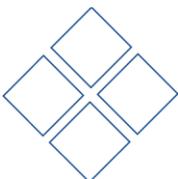
Phone Support

The phone number for Sirvisetti support is 732-985-2289. The receptionist handles all calls and forwards them to the support team.

Phone support is provided in the following way:

1. The customer calls 732-985-2289 to receive support.
2. The receptionist transfers the call to the support team.
3. The support team creates a ticket on behalf of the customer.
4. The customer is intimated via E-Mail that a ticket has been created
5. The support team replies to the ticket and closes the ticket after the issue is solved.

If the customer is not registered, the support team creates a login for the customer and also creates a ticket. Both the login details and the ticket information will be sent to the customer.



Chapter 3: Creating and Managing Tickets

Each ticket is a problem issue that should be addressed and solved. A ticket can be created by the customer or the support team depending on the support channel used by the customer.

- If the customer uses Web Support, he directly creates a ticket.
- If the customer uses E-Mail or Phone Support, the support team will create a ticket for the customer.

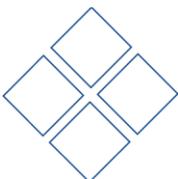
Creating Tickets

When the customer creates a ticket, the support team is notified via E-Mail. The process to create a ticket is given below:

1. Log into the Customer Service Portal with the URL:
<http://www.sirvisetti.com/support>



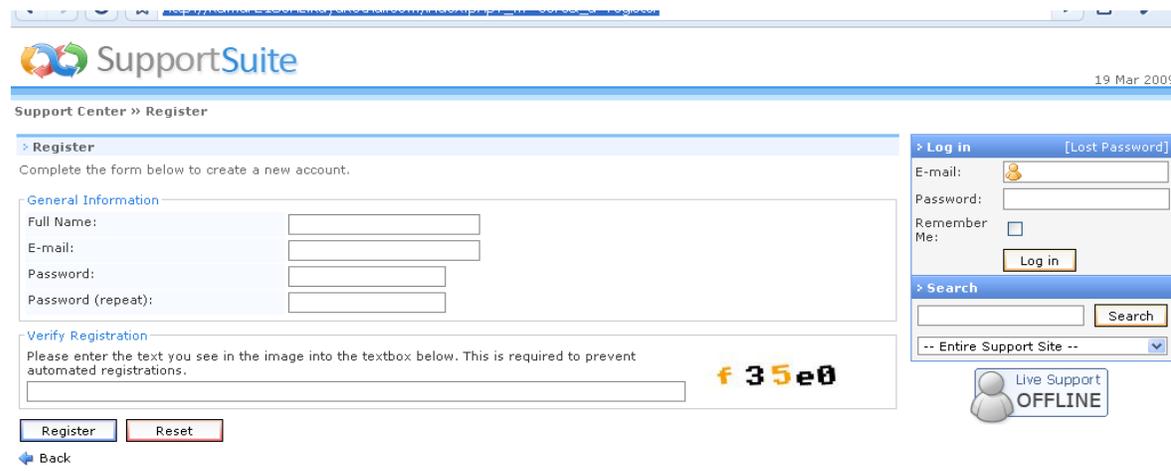
The screenshot shows the 'Support Center' interface. At the top, there is a navigation bar with 'Support Center' on the left and a 'Login' button with a '[Lost Password]' link on the right. Below the navigation bar is a large image of a person wearing a headset. To the right of the image is a login form with fields for 'E-mail:', 'Password:', and 'Remember Me:'. Below the login form is a search bar with a 'Search' button and a dropdown menu labeled '-- Entire Support Site --'. Below the image and search bar are four main navigation links: 'Register' (with a person icon), 'Submit a Ticket' (with a mail icon), 'Knowledgebase' (with a question mark icon), and 'Troubleshooter' (with a puzzle piece icon). Each link has a brief description of its function.



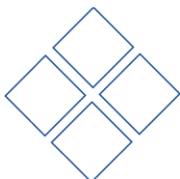
- a. If you are a new user, register yourself under the register link.
- b. Click on Register



- c. Fill all necessary fields and click on Register button.



You will receive an e-mail message with an activation link. Please follow the link to verify your address. You must complete this process before you can log in.



2. **Submit a Ticket** is to create a new ticket.

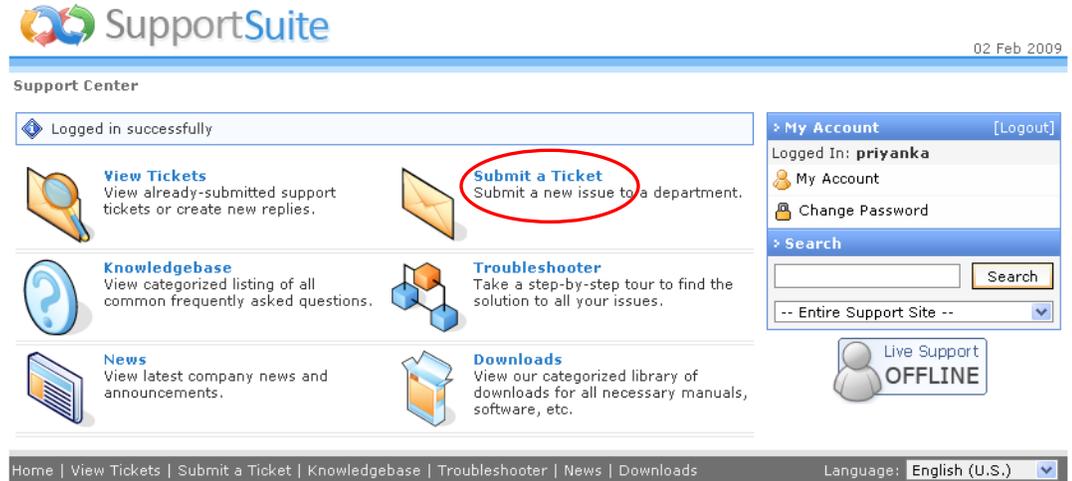
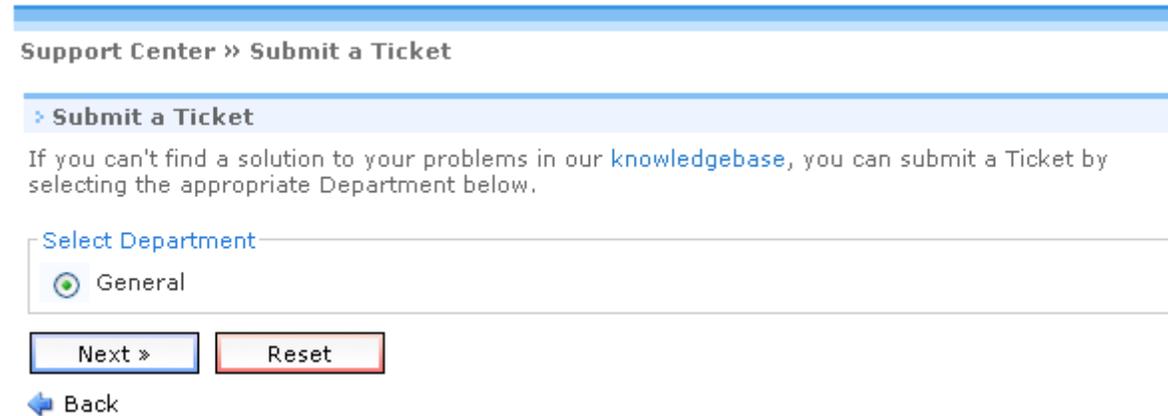


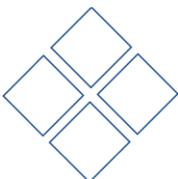
Fig 2.1: Submit a Ticket

3. Select Department(Product) on which your Ticket is based on.



4. Fill out the **Log Support Ticket** form with the appropriate details.

- Priority: Specify the priority of the problem. Priority is the status established in order of importance or urgency.
- Subject: Specify a topic for the problem.
- Description: Give a description of problem.
- Choose File: Browse and add relevant file if necessary.



Support Center » Submit a Ticket » General

> Submit a Ticket

If you can't find a solution to your problems in our [knowledgebase](#), you can fill in the fields below with as much detailed information as possible and send it to our support personnel.

General Information

Priority:

Message Details

Subject: *

Description	Subject

Upload File(s)

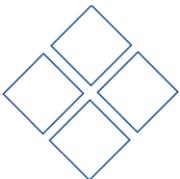
No file chosen

4. After filling out the form, click on **Log Ticket** which create the ticket.

Update Existing Ticket

The process to update an already existing ticket is given below:

1. Log into the support site, click **View Ticket** under the Support Center dashboard.
2. You can view the list of tickets that you have created or have been created for you. Click on the ticket that you want to update.



Support Center » Ticket List

> Ticket List

Listed below are the tickets you've submitted in the past. Click on a ticket's subject to view the ticket and its history.

Page 1 of 1

Click on the Ticket to update

Last Update ^	Last Replier	Status	Priority	Department
NST-410397: Test				
24 Mar 2009 12:16 PM	Prakash Redrouthu	Open	High	General

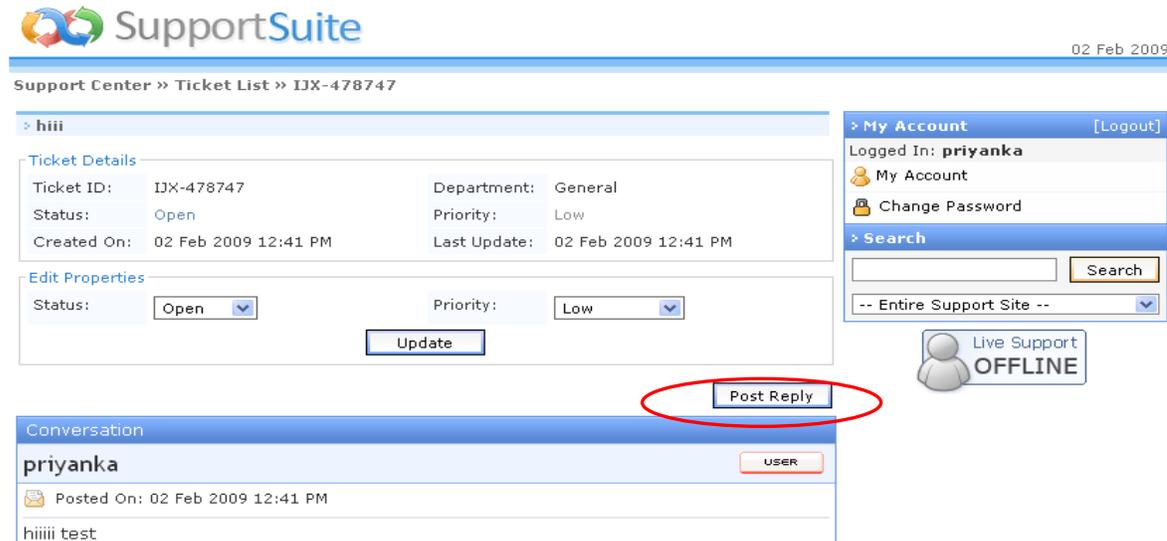
Page 1 of 1

Back

Home | View Tickets | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads

Fig 3.2: Open Existing Ticket

- To update the ticket click on the Post Reply button and add the required information under your reply field.
- Finally click **Submit** to update the ticket.



SupportSuite

Support Center » Ticket List » IJX-478747

hiiii

Ticket Details

Ticket ID: IJX-478747	Department: General
Status: Open	Priority: Low
Created On: 02 Feb 2009 12:41 PM	Last Update: 02 Feb 2009 12:41 PM

Edit Properties

Status: Priority:

Update

Post Reply

Conversation

priyanka

Posted On: 02 Feb 2009 12:41 PM

hiiii test

My Account [Logout]

Logged In: priyanka

My Account

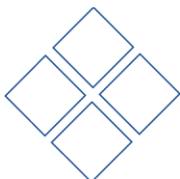
Change Password

Search

Search

-- Entire Support Site --

Live Support OFFLINE



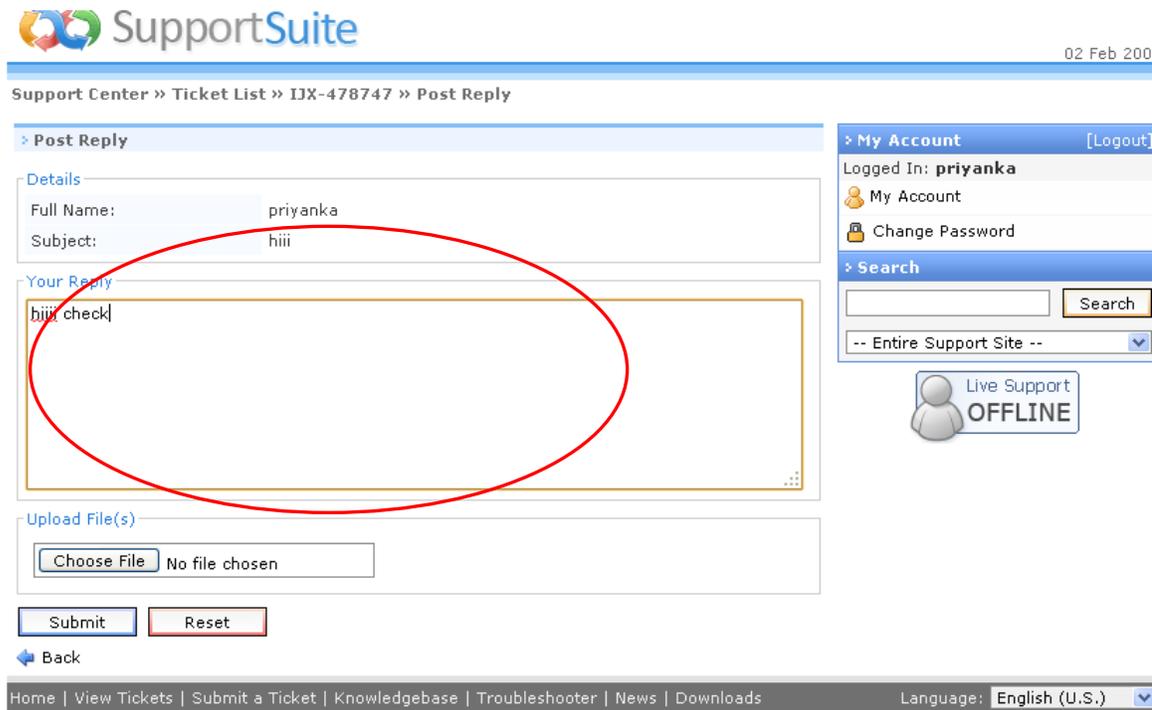


Fig 3.3: Update Existing Ticket

View Responses to Tickets

When you receive a response for a ticket, you will be notified via mail. The mail will contain the link to the response.

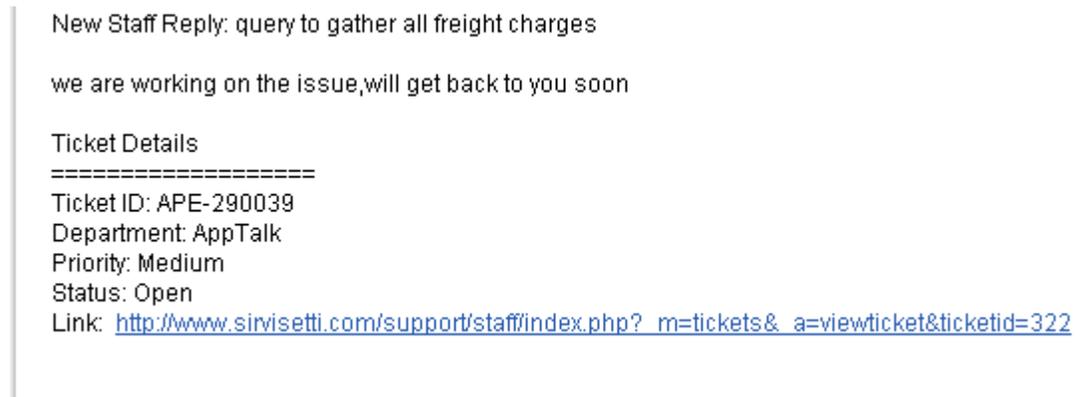
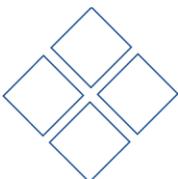


Fig 3.4: Notification of Response via E-Mail



Alternatively, the process to view responses to a ticket is given below:

1. Log into the support site, click **View Tickets** under the Support Center Dashboard.
2. You can view the list of tickets that you have created or have been created for you. Click on the ticket for which you want to view the responses.



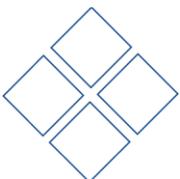
The screenshot displays the SupportSuite interface for a specific ticket. At the top, the 'Support Center' navigation bar shows 'Ticket List' and the ticket ID 'IJX-478747'. Below this, the 'Ticket Details' section provides information such as Ticket ID, Status (Open), Created On, Department (General), Priority (Low), and Last Update. An 'Edit Properties' section allows for updating the Status and Priority. A 'Conversation' section below shows a list of messages from 'priyanka' with timestamps and a 'USER' label. A red circle highlights the second message in the conversation list.

3. The list of conversation will be displayed below the Ticket Details.

View Tickets

You can selectively view tickets based on the status and department to which the ticket belongs.

1. Log into the support site, click **View Tickets** under the Support Center Dashboard.
2. You can view the list of tickets that you have created or have been created for you.



Chapter 4: Support Plans

Sirvisetti offers two types of support plans for its customers to meet the customer's need and solve their business problems. To discuss your requirements, please call your Sales Rep at 609-713-9192 or Email sales@sirvisetti.com.

Standard Support Plan

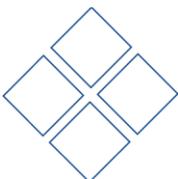
The details of the Standard Support Plan are given below:

- Web Support will be provided 24x7x365
- Phone Support will be provided from 9am to 5 pm EST on US Working Days Only.
- Initial response to any support call will be within eight hours.
- Supported Remote Control Software – VNC, WebEx, or Oracle OCS Web conference will be provided.
- Contract term is one year
- Cost will be 20% of the Total License Cost.

Premium Support Plan

The details of the Premium Support Plan are given below:

- Web Support will be provided 24x7x365
- Phone Support will be provided 24x7x365



- Initial response to any support call will be within two hours.
- Supported Remote Control Software – VNC, WebEx, or Oracle OCS Web conference will be provided.
- Contract term is one year
- Cost will be 35% of the Total License Cost.

Support Plan Table

Product Support Type	Standard	Premium
Web Support (24x7x365)	Yes	Yes
Phone Support	9am to 5 pm EST hours US Working Days Only	24x7x365
Instant Messenger Support (24x7x365)	NO	Yes
Initial Response	Within 8 hrs	Within 2 hrs
Supported Remote Control Software – VNC, WebEx, or Oracle OCS Web conference	Yes	Yes
Contract Term (See Terms and Conditions)	One Year	One Year
Cost with Yearly Contract Terms	20% of the Total License Cost	35% of the Total License Cost

Knowledgebase

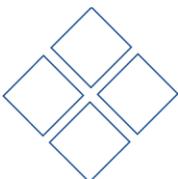


[Knowledgebase](#)

Search support articles and find answers to frequently asked questions.

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Knowledgebase you can find all support articles and answers for FAQ's. You can also search the knowledgebase using the search field.



Troubleshooter



[Troubleshooter](#)

Use troubleshooter wizards to diagnose and resolve common problems.

Troubleshooters allow you to follow a series of questions to find a specific answer. Please choose the category that is related to your area of interest in order to learn how to fix specific problems, perform important procedures, and read useful overviews.

News



[News](#)

View latest company news and announcements.

Customer can find the latest News items and announcements from our company; can also filter the news items according to a certain Dateline by selecting the Filter option from the Navigation Bar.

Downloads



[Downloads](#)

View our categorized library of downloads for all necessary manuals, software, etc.

Additionally, you can also search the entire Downloads Library by entering keywords and download

