



User Support: Engaging & Processes

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Our Ultimate Goal

To provide professional and timely support services to our FlexiCadaastre user base.

Support Avenues

- Service Level Agreement (SLA)
- Support Procedure (Internal & External)
 - Email
 - Telephone
 - Skype
 - WebEx

Service Level Agreement

- Established post Go-Live
- Spatial has a standard agreement format
- Modified to suit client requirements
- Normally contains provisions for
 - User Support
 - Training
 - Configuration
- Can be pre-paid for the year, or paid monthly
- Rates dependent on above and volume of work
- Response and resolution times defined

User Support: Procedure

- Corporate IT policy. May require logging on internal ticketing system (e.g. Jira)
- First line support to internal IT for connection / performance issues
- First line support to local Flexi Administrator / super-User for Functionality issues
- Escalate to Spatial if not resolved internally
- Spatial is however generally aware of crashes through automated email notification – pro-active support from vendor (if permitted internally)

User Support: FlexiCadaastre Automatic E-mails

- Generated in event of a FlexiCadaastre Crash
- E-mail sent to Support Team members
- Type of crash is reviewed by Support Team
- Sometimes difficult to assess crash from only email content
- Repetitive crashes may require direct contact to the FlexiCadaastre user from the Support Team to inquire and assist in resolving the issue.
- If no pro-active response from Spatial, please email or call support directly (once you have recreated the crash)

User Support: FlexiCadastre Automatic E-mails

- Support Dashboard with automatic monitoring

	Date	Client	Instance	Machine	User	User (Windows)	Version	Ex 1	Ex 2	Ex 3	Ex 4	Ex 5	URL
view	06-May-13 13:32:26	Rio Tinto	Production	RIOSYDFLEX1	Galym Alniyazov	Galym.Alniyazov	4.4.1.3	String or binary data would be truncated. The statement has been terminated.	Error Executing SQL	Error executing SQL.	Error saving the Document	Error saving document.	URL
view	06-May-13 13:14:36	Rio Tinto	Production	RIOSYDFLEX1	Galym Alniyazov	Galym.Alniyazov	4.4.1.3	String or binary data would be truncated. The statement has been terminated.	Error Executing SQL	Error executing SQL.	Error saving the Document	Error saving document.	URL
view	06-May-13 12:59:45	Goldcorp NAM	Production	GOLD1WGIS001	Tim Wallis	tim.wallis	4.5.3.6	Requested transaction does not exists in list of transactions.	Unexpected Error occurred in Process monitor control threading				URL
view	06-May-13 12:24:50	Goldcorp NAM	Production	GOLD1WGIS001	Tim Wallis	Tim.Wallis	4.5.3.6	Requested transaction does not exists in list of transactions.	Unexpected Error occurred in Process monitor control threading				URL

User Support: E-mail Requests

When you send us a support e-mail the following happens:

- A ticket is automatically generated by FogBugz and an auto-reply with the case number is sent
- Support Team receives a copy of the email

Then one of two things will happen:

1. The issue is resolved, and the user is informed of the fix.
2. Spatial needs more information to resolve your issue.

E-mail: support@spatialdimension.com

User Support: E-mail Requests

Helping us help you:

- Confirmation of website address i.e. FlexiCadaastre URL (test or production)
- If the issue is recurring:
 - Steps followed to reproduce
 - What was expected to happen
 - What happened instead
- Identify the exact FlexiCadaastre object the user was working with e.g.
 - License: License Name/Code
 - Agreement: Agreement Name/Code
 - Group: Group Name/Code
 - Action: Action Type Name, Date & associated license/agreement/group
 - Report: what type, which report, search criteria etc
- Add the all text of the crash, by clicking on 'Show Detailed Exception' (if applicable)
- Any screenshots (if applicable)
- Any other additional information that could assist with describing the issue

Support Tools

Sometimes an E-Mail is not fast enough.

- Pickup the phone and call us directly
- WebEx for screen sharing
- Skype IM/talk session
 - Your local Spatial contact
 - FlexiCadaastre Skype user (connected to 24/7 support phone)
 - Screen sharing on Skype now available

User Support Desk

Vancouver Office

Hours: 8:00am to 5:00pm (PST)

Phone: **1.604.770.3539 Option 3 (Support)**

Toll Free: **1.855.770.3539 Option 3 (Support)**

Cape Town Office

Hours: 9:00am to 4:00pm (UTC/GMT +2 hours)

Telephone: **+27 21 531 3132**

24/7 Support Phone: **+27 82 466 9420**