



# Landfolio Regional User Conference

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## Landfolio Support Processes

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# Landfolio Support Objectives

1. **Ensure high client satisfaction**
2. **Resolve cases quickly and efficiently in multiple time zones**
3. **Increase collaboration and communication between internal support, professional services, and client**
4. **Continuously improve our processes**

# Support Case Lifecycle

1.  
Case  
Creation

2.  
Initial Case  
Review

3.  
Case  
Assignment

4.  
Investigation  
& Resolution

5.  
Final  
Feedback  
& Closure

Client or project  
Business Analyst (BA)  
emails support with  
the issue

Case number  
assigned  
automatically

Support Team  
Member performs  
Initial Edit:  
Add case details  
into Fogbugz  
&  
Send Initial Reply

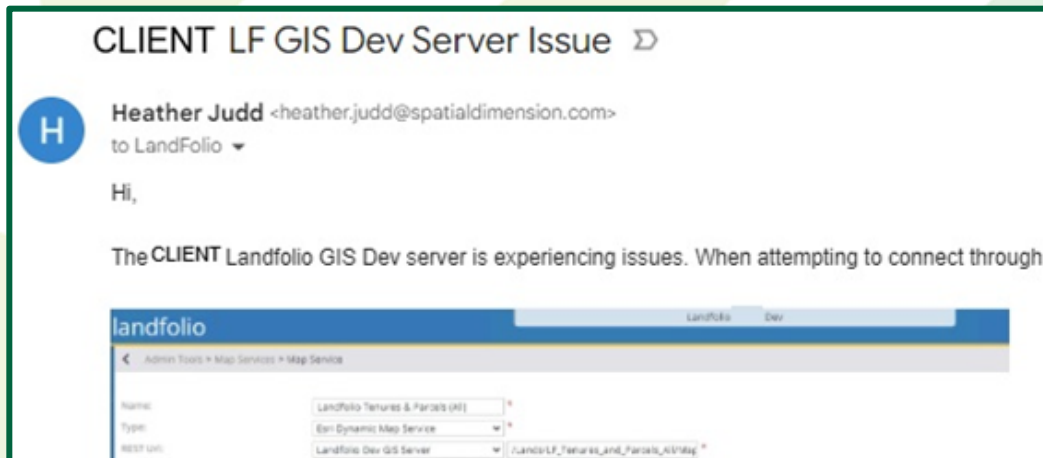
Appropriate  
person or team  
assigned to case

Case investigation  
and ongoing  
communication /  
feedback between  
support and  
client or BA.

Issue has been  
resolved.  
  
Communication  
between support  
and client or BA to  
close case.

# 1. Case Creation: Email Support

- Support Cases are created through a Client or Business Analyst (BA) sending an email to:  
**support@spatialdimension.com**





# 1. Case Creation: Fogbugz

- Centralized platform for tracking projects, customer requests, etc
- Assign and prioritize tasks, set deadlines, and track progress
- Collaborate with team members and stakeholders in one place
- Streamline communication and reduce email clutter



Cases assigned to [User]						
Case	Title	Status	Assigned To	Priority	Corr	
3327898	Fogbugz request - moving data from one field to another - Ping! Please adjust this long over...	Active	[User]	3 - Must ...	"Ore	
3336115	Migration To On Demand: elogsdon@c... - Ping! Please adjust this lo...	Active	[User]	3 - Must ...	elogs	
3349321	Migration to On Demand - SGA Software - [User] can you please reach out to this custom...	Active	[User]	3 - Must ...	Andr	
Add Case						
Cases assigned to [User]						
Case	Title	Status	Assigned To	Priority	Corr	
3342264	Request for Documents - Ping! Please adjust this long overdue case so we can concentrate on t...	Active	[User]	3 - Must ...	"Slat	
3346535	Kiln issues - ##- Please type your reply above this line -## You are registered as a CC on this re...	Active	[User]	3 - Must ...	"Fog	
3348104	Out of office Re: Your Manuscript Account - Thank you for your email. I will be travelling until Mo...	Active	[User]	3 - Must ...	"Ton	
3349109	Error in plugin Reporting - Plugin ID: Reporting@fogcreek.com Plugin Version: 1.0.1.36 FogBugz ...	Active	[User]	3 - Must ...	"Hills	
3349132	[Devfactory company-wide announcement] Initiative to improve jira performance via CustomFi...	Active	[User]	3 - Must ...	"Dev	
3349660	Trying Help Desk and need to send more emails? - These emails for the ziprecruiter account ha...	Active	[User]	3 - Must ...	mari	
3349244	Manuscript Slack App - start new case - Hello, I was curious what is the command to start a ne...	Active	[User]	3 - Must ...	"Kra	
3349268	Capital One Support - New Case Registration - 00317523 ref_00D36qcZX_5001QgeMZg.ref	Active	[User]	3 - Must ...	"esr	

## 2. Initial Case Review



- Before creating case:
  - Active Support Contract (SLA) must be in place
- Support will conduct an **Initial Edit** of the support case in Fogbugz
- Cases are reviewed on a first-come, first-served basis
- Escalation notifications if case is not reviewed (edited) within an hour

☆

83104

**Title**  
Uganda : Allowing Doughnut shapes

**Project** S22-036 - Uganda 3 Year **Area** Client Support **Milestone** Support Year 2

**Category** Support case **Assigned To** **Status** Active (ST to assess)

**Implemented by** None **Reviewer** None

**Data Resource** None **GIS Resource** None

Notify More Users

**Correspondent**  
"Jackie Nakirijja" <nakirij

Also sent: 83104, [83072](#), [83048](#), [82953](#), [82918](#), [82880](#), [81504](#), [81398](#), [81360](#)  
... [List All](#)

**Priority**  
4 - Must Fix

**Due**  
5/7/2024  
12:49 PM

Edited by **Thamie Ntuli** 5/15/2024 (Today) 5:46 AM

Plain text **Rich text**

← → Normal **B** *I* U abc ↻ ↺ ↻ ↻ ↻ ↻ ↻ ↻ ↻ ↻

OK Cancel [Attach a file](#)

## 2. Initial Case Review

- Support will send the client or BA an **Initial Reply**.

Re: (Case 84577) CLIENT Scheduled Action Importer



**Landfolio Support**

to Philip, , me ▾

Hi Phil

I'll ask Logan to action this.

Please confirm the Project, Milestone and Kantata task for this issue.

Regards

Mowzer

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Landfolio Support

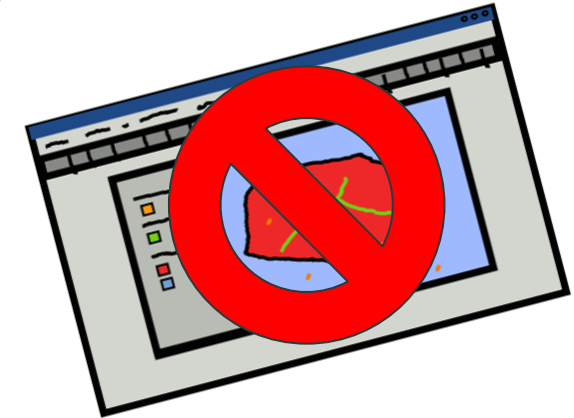
[support@spatialdimension.com](mailto:support@spatialdimension.com)

- Lets client or BA know there is a support person assigned to the case
- Opens up a line of communication with the assigned case number
  - Prevents duplicate cases
  - Prevents email clutter

# 3. Case Assignment

Assigned to support person or team based on issue:

- 1 General IT Issue
- 2 BA Problem
- 3 GIS Specific Issue
- 4 Data Team Issue
- 5 Dev Team Issue





# 4. Investigation & Resolution

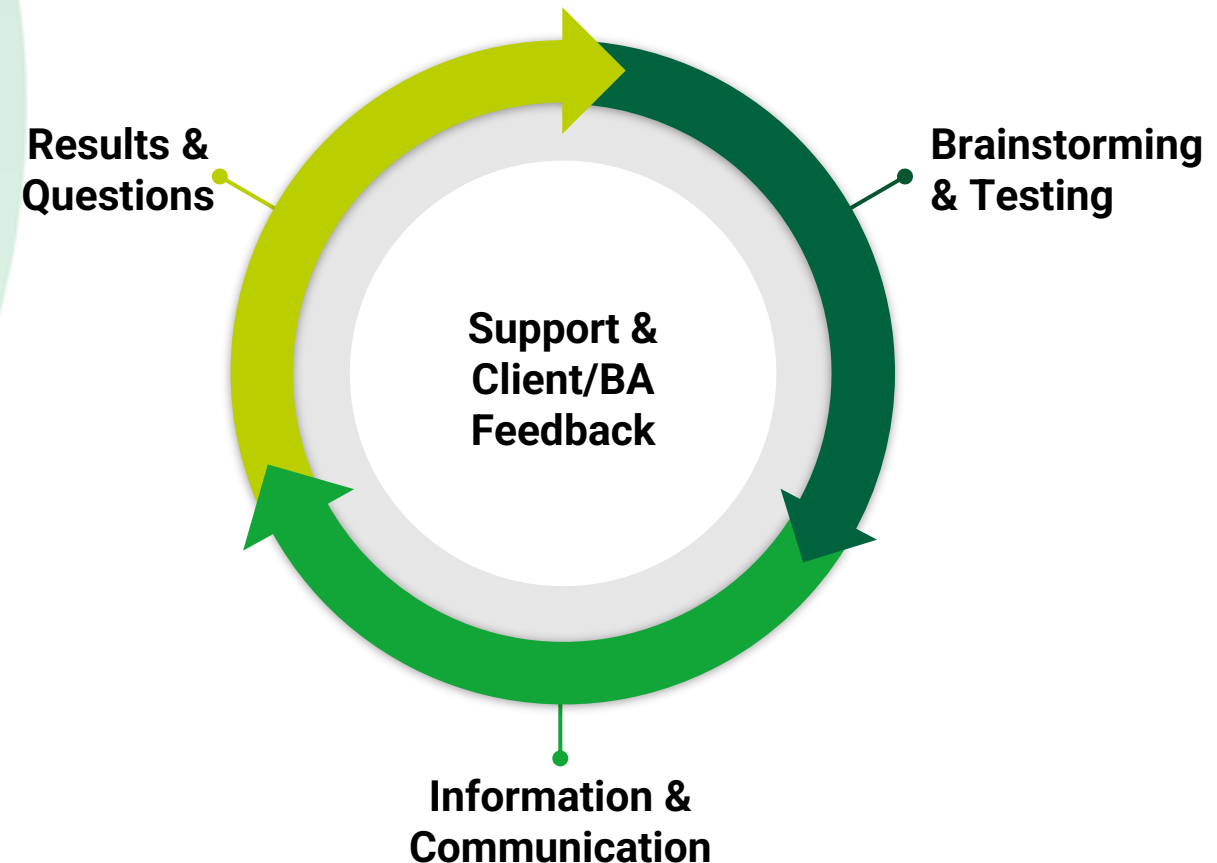
The support individual or team works the case

The client is at ease knowing that we are looking at their case.

A support person has committed to investigating the issue further.

The Title, Project, Milestone and other fields of the case are set correctly.

The support person may, in the course of resolution, contact the client for more information and/or feedback via email



# 5. Final Feedback & Closure

The support individual or team works the case

- Provide client or BA with feedback on the case including a detailed description of what caused the problem.
- Client or BA will be left with no doubt that the issue was resolved. The feedback will include what the issue was and how it was resolved.

Re: (Case 84488) Images in Notification Templates

**Landfolio Support** <support@spatialdimension.com> Sep 5, 2024, 11:58 AM

Hi

As discussed on our call.  
Your templates was pointing to images on the Prod LFF server in the assets folder.  
I've copied it to the Prod Landfolio web server (CLIENT SERVER - 123.456.789.10) and can be located using the URL <https://app.landfolio.client.info.ok/img/> (which is in the c:\inetpub\wwwroot\img folder)

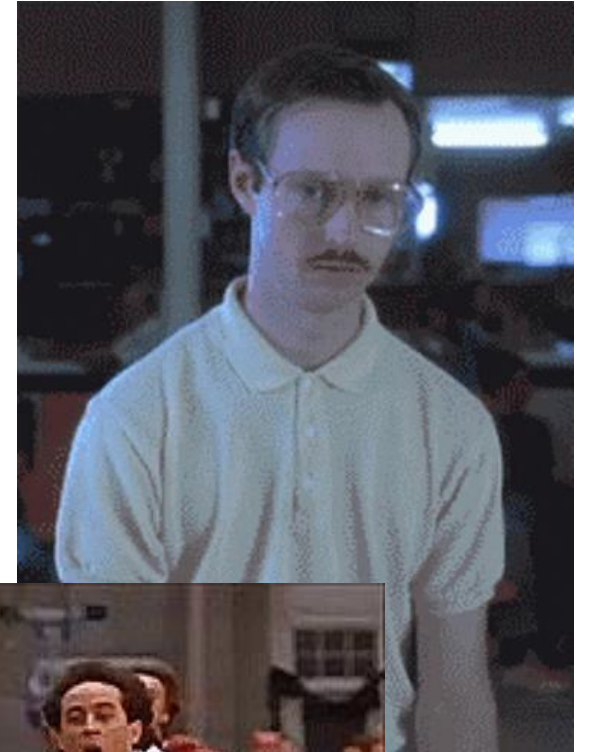
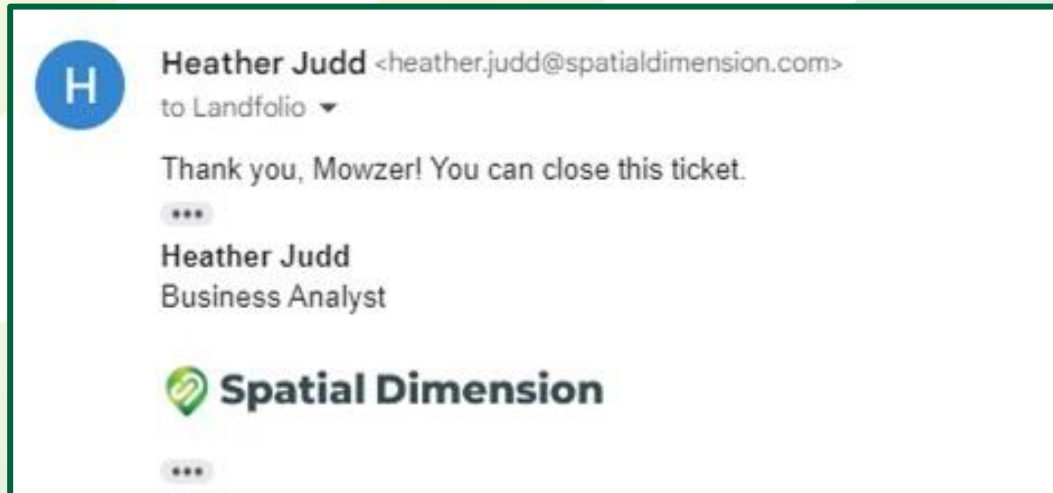
You can use this URL on all the environments templates and they should pull onto the notifications as long as the Prod server is online.

Regards  
Mowzer  
--  
Landfolio Support  
[support@spatialdimension.com](mailto:support@spatialdimension.com)

# 5. Final Feedback & Closure

Client or BA confirms closing the support case

- Confirmation from client or BA is needed to close the case in Fogbugz.





# Logging a support case: Best Practices

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Remain mindful of:

1. Case Details
2. Duplicate Cases
3. Contact Platform



# Best Practices: Case Details

## NO-

Hello Support

I am experiencing an error on the system could you please assist?

Thank you

## YES-

Hello Support

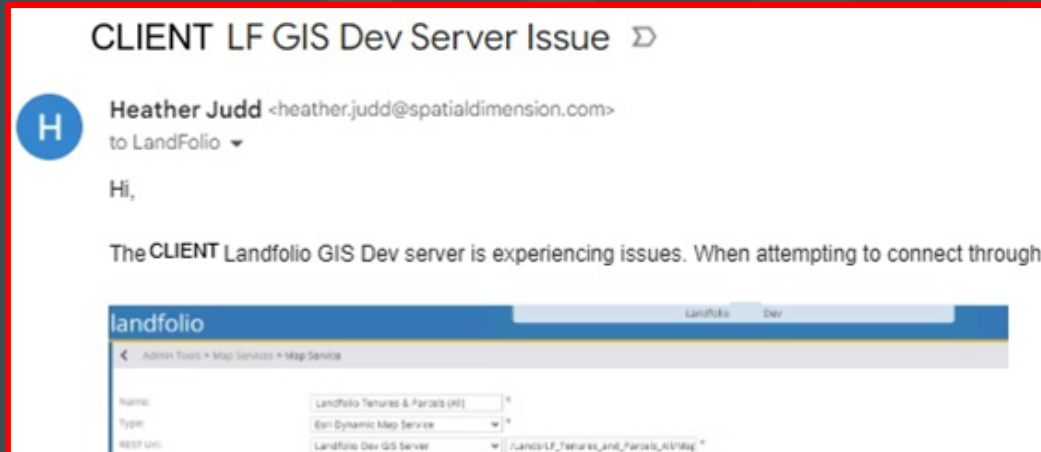
When closing the Lodge Application action on the Prospecting Right PR/001, I am experiencing the following error. Could you please assist?

**[INCLUDE URL]**

**[INCLUDE SCREENSHOT]**

# Best Practices: Duplicate Cases





Duplicate cases arise when multiple emails are sent to Support without the **case number** of the original case in the **subject line**.



# Best Practices: Contact Platform

Contact us via support at:

[support@spatialdimension.com](mailto:support@spatialdimension.com)

01	Tracking & Case History		<ul style="list-style-type: none"><li>• Information in one place</li><li>• Not losing track of important details</li><li>• Reduce email clutter</li></ul>
02	Transparency		<ul style="list-style-type: none"><li>• Information on case</li><li>• Updates and progress being made</li><li>• Person assigned &amp; any other support</li></ul>
03	Prioritization		<ul style="list-style-type: none"><li>• Ability to track with case number</li><li>• First come, first serve</li><li>• Guaranteed hour response</li></ul>
04	Centralized Communication		<ul style="list-style-type: none"><li>• Client/BA &amp; support have same info</li><li>• Additional support has access</li><li>• Easy update/status info</li></ul>

# Landfolio Support Process Recap

1. Ensure that a Support Contract (SLA) is in place before logging a case.
  - If any questions, contact your account manager.
2. Log a support case by sending an email to:
  - [support@spatialdimension.com](mailto:support@spatialdimension.com)
3. The more details, the better:
  - Detailed email about the case:
    - URL
    - Steps to replicate error/issue
    - Screenshots
    - CC relevant contact persons
4. Emails include support case number in the subject line of the email
  - Any communication should include the case number and it is easiest to use the Initial Reply email.



Dik BEDANKT <sup>tesekkurler SALAMAT</sup> TAKK <sup>grazie</sup> Khuplei <sup>TAK</sup>  
<sup>asante</sup> P a x м e т <sup>TAK</sup> kiitos <sup>GRAZAS</sup> <sup>MERCI</sup> Ngiyabonga <sup>merci</sup>  
 謝謝 MASI <sup>danke</sup> ありがとう SALAMAT <sup>Diakuju</sup>  
 mahalo <sup>SUWUN</sup> <sup>tesekkurler</sup>  
 TAK <sup>Dik</sup> THANK YOU <sup>grassie SUWUN</sup>  
<sup>HVALA</sup> <sup>tesekkurler</sup>  
 gracias <sup>Спасибо!</sup> <sup>daank</sup> <sup>GRANTANGI</sup> <sup>grazie</sup> <sup>TAKK</sup>  
<sup>DAKUJEM</sup> <sup>TAKK</sup> <sup>ASANTE</sup> <sup>Kammagar</sup> <sup>MERCI</sup>  
<sup>GRAZAS</sup> <sup>kammagar</sup> <sup>Hвала</sup> <sup>hvala</sup> <sup>Dik</sup> <sup>اركش</sup> <sup>DANKE</sup> <sup>Grassie</sup>  
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<sup>salama</sup> <sup>suwun</sup> <sup>daankem</sup> <sup>HVALA</sup> <sup>ধন্যবাদ</sup> <sup>MERCI</sup> <sup>dik</sup> <sup>hvala</sup> <sup>daank</sup> <sup>TAK</sup> <sup>dik</sup>

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Peace out.