

Support

Support Guidelines

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Support Guidelines

1.1 Introduction

This document aims to communicate the support process provided by Argentis Systems to partners and customers to provide better and faster solutions.

1.2 Zendesk

1. Zendesk is the only official channel to support productive users. Other channels or personal channels are not valid to solve tickets.
2. Each support analyst will be responsible for the ownership of the ticket and respect the response times.
3. The support analyst will establish the Priority in the tickets according to the table described in section 1.6. Any doubt about the level of priority consult an expert to be more precise.
4. When a solution is sent to the partner / client and the confirmation is pending, an email notification will be sent with 48 hours to confirm the correction. After that, it will be verified if there is an answer, otherwise it will be granted 24 additional hours before proceeding to definitively close the ticket.
5. Regarding tickets pending response from the partner / client for more than a week without comments, they will be verified and proceed to close them with a closing notice.
6. Any communication with the partner / client must be recorded on the ticket.
7. For more information about Zendesk, go to <https://support.zendesk.com/hc/en-us>

1.3 Management

Luciano Catalani is the accountable of the area, please contact him for any assistance.

1.4 Support Options for Partners-Customers

Argentis Systems Responsibility
<p><i>Argentis Systems provides support to users:</i></p> <ul style="list-style-type: none"> ▪ Mon-Fri 8am – 6pm local time ▪ Languages (English-Spanish-Portuguese) ▪ Support is provided from SAP version 9.2 <p><i>Responsibilities:</i></p> <ul style="list-style-type: none"> ▪ Receive and generate support tickets ▪ Execute analysis and root cause of the problem ▪ Remote assistance ▪ Find solutions and close ticket <p><i>Response Time:</i></p>

- Within submission date
- Solution Time:*
- Depends the priority and criticism that the analyst will set in the ticket. See 1.6 section

1.5 Support Levels

<p>Level 1: Argentis systems provides a support portal to generate tickets automatically by sending email to support@argentisconsulting.com</p> <ul style="list-style-type: none"> ▪ Argentis tracks the ticket in Zendesk ▪ Sends the initial questionnaire to detail the issue thru Zendesk ▪ Takes ownership of the ticket, analyzes the case and assigns priority to it. ▪ Reproduces the case and verify if the problem is a bug ▪ Provides workaround until a definitive solution is found ▪ Escalates to Level 2 when needed, indicating the DETAILED step by step tests made. ▪ Communicates with clients for confirmations and closes the ticket once it's solved.
<p>Level 2: Solution experts and Development team</p> <ul style="list-style-type: none"> ▪ Analyzes the case deeper and impacts ▪ Estimates development work ▪ Provides final solution ▪ Sends back to Level 1 for user confirmation & ticket closure.

1.6 Priorities

Message Priority	Criteria	Example
Urgent	Business cannot be conducted	User cannot access to Apparel and Footwear at all or critical module.
High	Critical business processes affected	Purchase/Sales Orders cannot be completed.
Normal	Other business processes affected	Reports are not printing. Export to Crystal not working.
Low	Business is not affected	Matrix does not show critical data. Image is broken.

1.7 Customer/Partner responsibility

The customer / partner is responsible for keeping SAP versions and Addons Releases up to date in order to ensure their correct operation.