



Digital.ai

Global Customer Support

Handbook

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Introduction

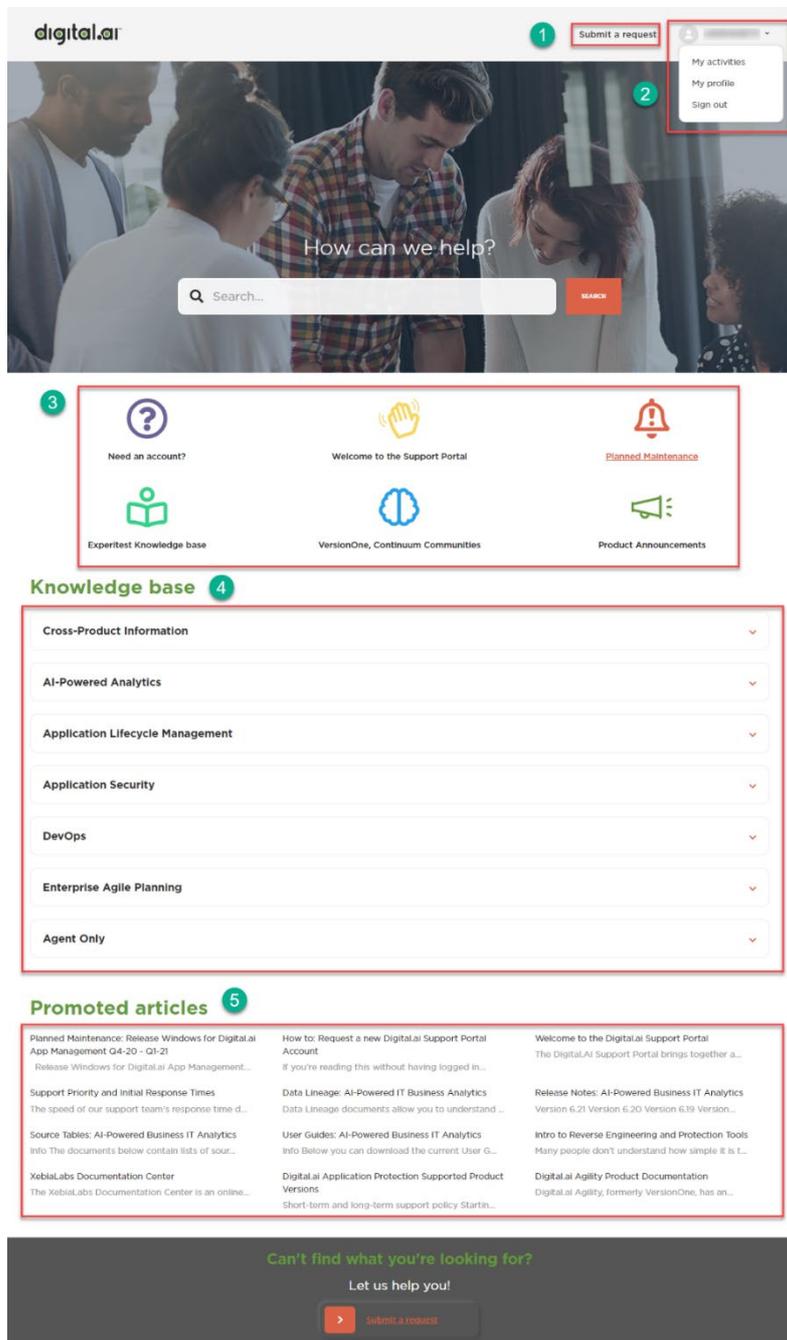
This document provides an overview Digital.ai Global Customer Support, including resources, policies and procedures. Links throughout the document direct you to where to find more information.

Customer Support Portal

Digital.ai maintains a Customer Support Portal where you can create and review support tickets and browse our knowledge base containing FAQs; How-To and Issue/Resolution articles; tips, videos, release announcements, and more. Access the site at <https://support.digital.ai>.

Some of the content is open to the public, but much of it requires a customer login. The two links below will help you get started and learn more about portal features.

- [How to: Request a new Digital.ai Support Portal Account](#)
- [Welcome to the Support Portal](#)



Technical Support

Although Digital.ai strives for perfection in all that we do, we understand that some customers may experience difficulties with Digital.ai products. Our technical support team is your go-to solution if you find that your Digital.ai products are not working as designed.

Support Offerings

Digital.ai offers three tiers of support. See the table below for a comparison. For details, please see [Digital.ai Customer Support Offerings](#)

Support Feature	Standard	24/7	Premier
Support Hours (all business hours)	5x12	7x24	7x24
Support Portal Access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Screen Shares/Conference Calls for urgent issues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Designated support engineer for escalations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pre-upgrade analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Development Escalation Priority & Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bi-yearly system health checks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Requesting Technical Support

To receive technical support from Digital.ai, please [submit a request](#) in the support portal or email support@digital.ai. Using the support portal to submit tickets rather than email makes it easier for you to give us the information we need to efficiently address your issue or request. And it gets you into the habit of logging into the portal to see ticket history or new support content.

By default, you see only your own tickets in the support portal, but we can designate members of your team to see all tickets from your company. This helps leads keep track of all support activity for your company. For more information, see [How to: View all tickets in your organization and receive updates](#).

Before you submit a ticket

Before you submit a ticket to Digital.ai Customer Support, here are some things you can do to find a solution to your problem:

- Check the [knowledge base](#). Using the portal's search function, check if anyone else has already encountered your problem or can point you to a solution.
- Check the [Documentation Portal](#) (See page 8)

Requested General Information

Please provide the following information about your issue:

1. The Digital.ai product with which you face an issue or have questions
2. The product version
3. The reason for contacting us
4. Version numbers of any relevant plugins (add these in the description field)
5. Any hotfixes that are installed (add these in the description field)

Describe the issue

The completeness and detail of the issue description is important for helping our support staff solve your issue quickly and efficiently. Please provide us with the following information as relevant:

- What were you trying to accomplish?
- What steps did you execute that resulted in the issue?
- What result did you expect?
- What was the actual result?
- What is the most recent change in your environment? Examples are: Upgraded from version X to version Y, installed a hotfix, installed a new plugin, installed a firewall, reinstalled middleware, and so on.

Examples: Upgraded from version X to version Y, installed a hotfix, installed a new plugin, installed a firewall, reinstalled middleware, and so on.

Collecting Additional Information

If there is relevant information you can include specific to your setup, please do so as it will greatly help our staff troubleshoot your issue. To reduce the time spent going back and forth, please see the links by product category below for the kinds of information that will help us resolve your tickets:

- [Agility](#)
- [AI-Powered Analytics](#) (Numerify)
- [Application Security Products](#)
- [Continuous Testing - SaaS](#) (Hosted)
- [Release & Deploy](#)
- [TeamForge](#)

Incident Priority

Priority	Definition
P1 (Urgent)	Any defect that causes the Software to be nonfunctional
P2 (High)	Any defect that causes a significant or ongoing interruption of use of critical functions with no acceptable work-around available, as determined jointly by the Digital.ai and Customer
P3 (Normal)	Any defect that causes limited interruptions of use of a non-critical function as determined jointly by Digital.ai and the Customer
P4 (Low)	Any defect that does not significantly impede work or progress, a general question or issue

Response Times

Digital.ai offers Standard, 24/7 and Premier support subscriptions. See [Support Priority and Initial Response Times](#) for more details.

Priority	Initial Response Times	Target Level of Effort
P1	1 Hour	Continuously, 24 hours per day, 7 days per week
P2	2 Hours	Continuously, but not necessarily 24 hours per day, 7 days per week
P3	8 Hours	As appropriate during normal business hours
P4	20 Hours	Varies

Logging a Platform Down ticket

New Ticket: Submit a ticket in the portal with *Platform Down* selected for the *Reason* field or send an email with the words *Platform Down* in the subject line and message body.

Existing Ticket: Add the words Platform Down in a reply or comment.

Weekend 24/7 and Premium Support

When you log a P1 or P2 issue on the weekend, the system will automatically check to make sure you are entitled to 24/7 or Premium support. Once verified, an alert is triggered to our paging system and a support engineer appropriate for your product will be notified right away. The engineer should respond to you within 30 minutes.

Product Usage Support

If your Digital.ai products are functioning properly, but you have questions regarding how best to use them or you want to learn more about their capabilities you can submit a request in the same portal:

- [Submit a ticket](#) in the support portal or by emailing support@digital.ai. Your ticket will be routed to the appropriate team to manage your request.
- Contact your Customer Success Manager or Sales Representative for Professional Services assistance.

Support Scope

Support Includes

- Incident Support - Identifying and troubleshooting problems in the system
- Root cause analysis
- Assistance with issues during installation
- Assistance with issues during upgrades
- Identifying and creating needed bug reports
- Guidance around implementation and configuration
- Integration support with other Digital.ai products

Support Does Not Include

- Customers without a valid maintenance agreement
- End of life, Beta, Release Candidate or Development Releases
- Customized versions of Digital.ai products (customized = original code that has been modified)
- Product Training
- Professional Services
 - System and Performance Tuning
 - Deployment and Capacity Planning
 - Installation and Upgrade
 - Plugin-development & support

Fixing Bugs

- Digital.ai Support will help with workarounds and bug reporting
- Critical bugs will generally be fixed in the next maintenance release
- Noncritical bugs will be scheduled according to a variety of considerations

Support for Integrations

Digital.ai Customer Support will make a best effort to support 3rd Party/Community integrations. Please see specific policies for Digital.ai products below.

- Agility
- Application Security
- Continuous Testing
- [Release and Deploy](#)

Ticket Status

At any time, a ticket has one of the following statuses:

Status	Meaning
Open	Ticket is active and awaiting response or work from Global Customer Support
Pending	Ticket is active and awaiting response or work from you
Solved	Issue has been resolved but can be reopened if necessary for four days
On-Hold	Request is not currently being worked on
Closed	The ticket is closed and can no longer be updated. You can create a related ticket if you need to follow up on a closed ticket.

Escalating a ticket

We always strive to resolve your issues as quickly and efficiently as possible. But if for some reason you feel more attention is needed, or over time the urgency of an issue has increased, you may request that we escalate it.

Escalation raises the priority and adds additional resources as ticket followers to increase focus and provide more assistance. Product owners, CSMs, and Sales may be looped in to create additional awareness.

Reopening a Closed Ticket

Four days after we solve a ticket it automatically moves to a closed state and cannot be updated or reopened. When we solve a ticket, you have four days to respond and reopen the ticket if the issue wasn't resolved to your satisfaction.

If you need to follow up on a closed ticket, click **Create follow-up** in the lower right corner. A new related ticket will be created.

Solving a Ticket

Tickets can be closed in one of two ways:

- If the issue has been resolved and you indicate that the ticket can be closed.
- If the ticket status is Pending (waiting for input from you) support will remind you on two occasions for additional information and if there has been no input, the ticket will be resolved. We will not close tickets without your consent unless we don't hear back from you after the two follow-up events.

Viewing your portal activity

Clicking **My Activities** under your name in the support portal allows you to view your tickets. You can filter on Product or Status and search by Ticket ID or Subject.

You can also view tickets you are copied on and any content you follow. For more information, please see **My Activities** in [Welcome to the Digital.ai Support Portal](#).



My activities

Requests
Contributions
Following

My requests
Requests I'm CC'd on
Organization requests

STATUS:

ID	SUBJECT	CREATED	LAST ACTIVITY ▲	PRIORITY	STATUS
123754	Re: [redacted]: Y-axis Label Formatting Issue	9 days ago	5 hours ago	Low	Open
29943	Incident Attribute Addition : Potential CIE Timestamp	24 days ago	5 hours ago	Normal	Open
30044	[redacted]	23 days ago	7 hours ago	Normal	Awaiting your reply
29944	Incident Metric Addition : Outage Start to [redacted] Status (mins)	24 days ago	9 hours ago	Normal	Open
30780	Change Attribute Addition: "Audience"	21 days ago	11 hours ago	Normal	Solved
96312	Usage iCube Reflecting the Legacy Environment	16 days ago	2 days ago	Normal	Awaiting your reply
29778	[redacted] Data-Set Not Updated	1 month ago	3 days ago	Normal	Awaiting your reply
29942	Incident Attribute Addition : Audience	24 days ago	3 days ago	Normal	Awaiting your reply
19728	Case Attribute: Agent Close Only	1 month ago	3 days ago	Normal	Awaiting your reply

Protecting your confidential information

We are committed to protecting your intellectual property as if it was our own. The following text is found at the bottom of all support messages we send to you:

Do not upload or send any confidential and/or proprietary information to this ticket. If you believe your request requires the submission of any confidential or proprietary information please reach out directly to the support engineer to confirm and if necessary, a secure file transfer mechanism will be used.

If the information you want to send us is sensitive or otherwise confidential, we can provide you with access to a ShareFile secure folder. We can also provide a key if you'd like to encrypt it. For more details, please see [How Digital.ai Customer Support handles confidential information](#).

Supported Versions Policy

As Digital.ai products evolve, we necessarily have to drop support for older versions as we add new features and update core functions such as APIs. Bugs will often be fixed in a new product release and not ported back to previous versions. If you find a defect in an unsupported app, we will likely not fix it. In such situations we strongly encourage you to upgrade. Please see the following articles for supported versions of our products:

- [Agility](#)
- [Application Security](#)
- [Continuous Testing](#)
- [Release and Deploy](#)
- [TeamForge](#)

Documentation Portal

Digital.ai product documentation is available online at <https://docs.digital.ai>. The documentation site contains product reference documentation, and cookbooks.

