

## Change Overview on Support Portal

In order for CA Support to be able to better analyze incoming support volume and customer pain points and thereby improve the support and product experience, we have introduced the following changes to the portal that are visible when opening a support ticket. If you have any questions regarding these changes, please contact [CA Payment Security Support](#)

More specifically, we are modifying the case input fields on the Customer Self Service Portal as follows:

1. Removed '**Component**' field
2. Introduced '**Product Category**' field for customers
3. Modified '**Type**' field values

## Current Self-Service Page Layouts

The screenshot displays the 'Log a Case' form in the Customer Self-Service Portal. The form is structured as follows:

- Navigation Bar:** Home, Find Solution, Log a Case (active), View Cases, Logout.
- Log a Case Header:** Log a Case
- Severity:** \*  
3 (selected from a dropdown)
- Severity Help:**  
Sev1: System Down/Service Unavailable condition impacting business operations.  
Sev2: Service is available but causing disruption to normal business operations.  
Sev3: Service is available however service has an issue causing minor operational challenge(s).
- Product:** \*  
PAYMENT SECURITY SAAS/ON-DEMAND (selected from a dropdown)
- Product Help:**  
Payment Security has SaaS/On-Demand and On-Prem solutions. Please select one of the available options as appropriate
- Component:** \*  
A dropdown menu is open, showing a list of components. The list includes: -None-, Payment Security Transaction Manager ACS, Payment Security Transaction Manager Enrollment Server, Payment Security Transaction Manager Admin Console, Payment Security Transaction Manager Data Upload Tool (DUT), Payment Security Merchant Plug In (MPI), Payment Security Risk Analytics, Payment Security SEND, Payment Security Directory Server, Payment Security OTP (SMS/Email), Payment Security Mobile OTP / Arcot Id, Payment Security Dollar Auth, Payment Security PAS, Payment Security RuPay, Payment Security AMDS, Payment Security StrongAuth, Payment Security 3DSecure DES, Payment Security Non-3DSecure DES, Payment Security Other, and Payment Security Salesforce.
- Contact Name:**  
Gowri Chandru
- Business Impact:**  
A text input field with a placeholder.
- Buttons:** Submit, Cancel
- Footer:** POWERED BY SALESFORCE.COM

[Home](#) [Find Solution](#) [Log a Case](#) [View Cases](#) [Logout](#)

### Log a Case

**Severity: \***  
3 ▾

**Product: \***  
PAYMENT SECURITY SAAS/ON-DEMAND ▾

**Component:**  
Payment Security Transaction Manager ACS ▾ ⓘ

**Product Version: \***

**Type:**  


None—  
Service Incident  
Product Defect  
Product Enhancement  
Request For Information  
Other  
Admin Requests  
SOW Request  
Cardholder Inquiry  
Documentation Request  
CAVV Key Load request  
SaaS Billing Inquiry

**Severity Help:**  
Sev1: System Down/Service Unavailable condition impacting business operations.  
Sev2: Service is available but causing disruption to normal business operations.  
Sev3: Service is available however service has an issue causing minor operational challenge(s).

**Product Help:**  
Payment Security has SaaS/On-Demand and On-Prem solutions. Please select one of the available options as appropriate

**Contact Name:**  
Gowri Chandru

**Business Impact:**

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### Log a Case

**Severity: \***  
3 ▾

**Product: \***  
PAYMENT SECURITY SAAS/ON-DEMAND ▾

**Component:**  
Payment Security Transaction Manager ACS ▾ ⓘ

**Product Version: \***

**Type:**  
Product Defect ▾

**Subject: \***


**Description:**

**Business Impact:**

**Severity Help:**  
Sev1: System Down/Service Unavailable condition impacting business operations.  
Sev2: Service is available but causing disruption to normal business operations.  
Sev3: Service is available however service has an issue causing minor operational challenge(s).

**Product Help:**  
Payment Security has SaaS/On-Demand and On-Prem solutions. Please select one of the available options as appropriate

**Contact Name:**  
Gowri Chandru

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<a href="#">Home</a>	<a href="#">Find Solution</a>	<a href="#">Log a Case</a>	<a href="#">View Cases</a>	<a href="#">Logout</a>
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**Case 00150573**

<b>Case Number:</b> 00150573	<b>Date/Time Opened:</b> 11/15/2016 11:47 AM
<b>Severity:</b> 3	<b>Date/Time Closed:</b>
<b>Product:</b> PAYMENT SECURITY SAAS/ON-DEMAND	<b>Last Modified Date:</b> 7/13/2017 1:57 PM
<b>Component:</b> Payment Security Salesforce	<b>Last Modified By:</b> Gowri Chandrasekharan
<b>Type:</b> Other	<b>Contact Email:</b> <a href="mailto:gowrichandrasekharan@gmail.com">gowrichandrasekharan@gmail.com</a>
<b>Status:</b> Open	<b>Created By:</b> Gowri Chandrasekharan
<b>Subject:</b> Test Case - Please Ignore	
<b>Description:</b> Test Case - Please Ignore	
<b>Business Impact:</b>	

[Add Comment](#) [Add Attachment](#)

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**Solutions**

None Found

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**Related Comments**

Comment

## Post Deployment – Self-Service Page Layouts


<a href="#">Home</a>	<a href="#">Find Solution</a>	<a href="#">Log a Case</a>	<a href="#">View Cases</a>	<a href="#">Logout</a>
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**Log a Case**

<b>Severity: *</b> <input type="text" value="3"/>	<b>Severity Help:</b> Sev1: System Down/Service Unavailable condition impacting business operations. Sev2: Service is available but causing disruption to normal business operations. Sev3: Service is available however service has an issue causing minor operational challenge(s).
<b>Product: *</b> <input type="text" value="PAYMENT SECURITY SAAS/ON-DEMAND"/>	<b>Product Help:</b> Payment Security has SaaS/On-Demand and On-Prem solutions. Please select one of the available options as appropriate
<b>Product Category:</b> <div style="border: 1px solid green; padding: 2px;"> <input type="text" value="None"/> <ul style="list-style-type: none"> <li>Payment Security - Transaction Manager</li> <li>Payment Security - Risk Analytics</li> <li>Payment Security - Authentication Message Delivery Service (AMDS)</li> <li>Payment Security - Data Upload</li> <li>Payment Security - Payment Authentication Service (PAS)</li> <li>Payment Security - Strong Auth/Authminder</li> <li>Payment Security - Directory Server (DS)</li> <li>Payment Security - OTP (SMS/Email)</li> <li>Payment Security - Mobile OTP / Arcot Id</li> </ul> </div>	<b>Contact Name:</b> <input type="text" value="Gowri Chandrasekharan"/>
<b>Description:</b> <input type="text"/>	
<b>Business Impact:</b> <input type="text"/>	

[Submit](#) [Cancel](#)


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**Log a Case**

**Severity: \***  
3 ▾

**Product: \***  
PAYMENT SECURITY SAAS/ON-DEMAND ▾

**Product Category:**  
--None-- ▾ ⓘ

**Product Version: \***


**Type:**  
--None--  
Service Incident / Outage (SaaS)  
Request For Information  
Other  
Admin Requests  
SOW Request  
Cardholder Inquiry  
Defect  
SaaS Billing Inquiry  
Enhancements  
Incident / Outage (Vendor / Partner)  
Service Degradation  
Uploads  
Security Vulnerability

**Business Impact:**

**Severity Help:**  
Sev1: System Down/Service Unavailable condition impacting business operations.  
Sev2: Service is available but causing disruption to normal business operations.  
Sev3: Service is available however service has an issue causing minor operational challenge(s).

**Product Help:**  
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**Contact Name:**  
Gowri Chandrasekharan

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**Log a Case**

**Severity: \***  
3 ▾

**Product: \***  
PAYMENT SECURITY ON-PREM ▾

**Product Category:**  
Payment Security - Transaction Manager ▾ ⓘ

**Product Version: \***

**Type:**  
Defect ▾

**Subject: \***


**Description:**

**Business Impact:**

**Severity Help:**  
Sev1: System Down/Service Unavailable condition impacting business operations.  
Sev2: Service is available but causing disruption to normal business operations.  
Sev3: Service is available however service has an issue causing minor operational challenge(s).

**Product Help:**  
Payment Security has SaaS/On-Demand and On-Prem solutions. Please select one of the available options as appropriate

**Contact Name:**  
Gowri Chandrasekharan

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<a href="#">Home</a>	<a href="#">Find Solution</a>	<a href="#">Log a Case</a>	<a href="#">View Cases</a>	<a href="#">Logout</a>
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Case 00189905

<b>Case Number:</b> 00189905	<b>Date/Time Opened:</b> 1/22/2018 12:31 PM
<b>Severity:</b> 3	<b>Date/Time Closed:</b>
<b>Product:</b> PAYMENT SECURITY SAAS/ON-DEMAND	<b>Last Modified Date:</b> 1/23/2018 3:20 PM
<b>Product Category:</b> Payment Security - Transaction Manager	<b>Last Modified By:</b> Gowri Chandrasekharan
<b>Type:</b> Service Incident / Outage (SaaS)	<b>Contact Email:</b> <a href="mailto:gowrichandrasekharan@gmail.com">gowrichandrasekharan@gmail.com</a>
<b>Status:</b> Open	<b>Created By:</b> Gowri Chandrasekharan
<b>Subject:</b> Test Case 1	
<b>Description:</b>	
<b>Business Impact:</b>	

[Add Comment](#) [Add Attachment](#)

Solutions


None Found

Related Comments

None Found

Related Attachments

None Found

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