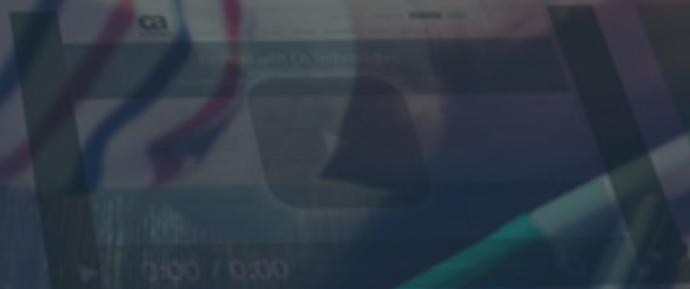


CA Support Resources Onboarding and Refresher

Global Customer Success Team

Step 1: How to Register



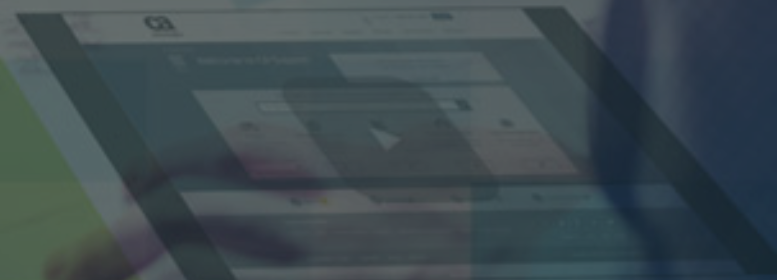
Register to get access to CA Services, Support, Training, Communities and

Step 2: Join a Community



Exchange ideas, network and collaborate with your peers and industry experts.

Step 3: Search for Knowledge



Need answers? Access the knowledge base and product support pages to find

Agenda

1

GETTING STARTED

2

ASSISTED SUPPORT: TECHNICAL & NON-TECHNICAL

3

SELF-SERVICE SUPPORT RESOURCES

4

PREMIUM SUPPORT SERVICES

Getting Started

- Register with CA
- Review the Working with Support Guide
- View your product documentation
- Download your product
- Follow your product community

STEP 1: Why Register?

Registration Access	Basic Access	CA Education	CA Support	CA Partner
CA Partner Portal				X
Support case management			X	X
Premium support content			X	X
Certification exams		X		X
CA Communities Ideation			X	X
Instructor-led and online courses		X	X	X
Webcasts	X	X	X	X
CA Communities	X	X	X	X
Ca.com content	X	X	X	X

Registration Demo

Register with CA Technologies

Register once and gain access to:
CA Technologies services, support, education, communities and partner resources.



Basic Access

Access to **CA.com** and **CA Communities** where you can connect with IT management experts and colleagues on an array of today's most important business and technology topics.



CA Partner

Access to the **CA Partner Portal** with tools, resources and program benefits to help grow your partnership with CA Technologies. Includes access to **CA Education** and **CA Support**.



CA Support

Access CA Technologies 24x7 online **Support** for self-service and case management



CA Education

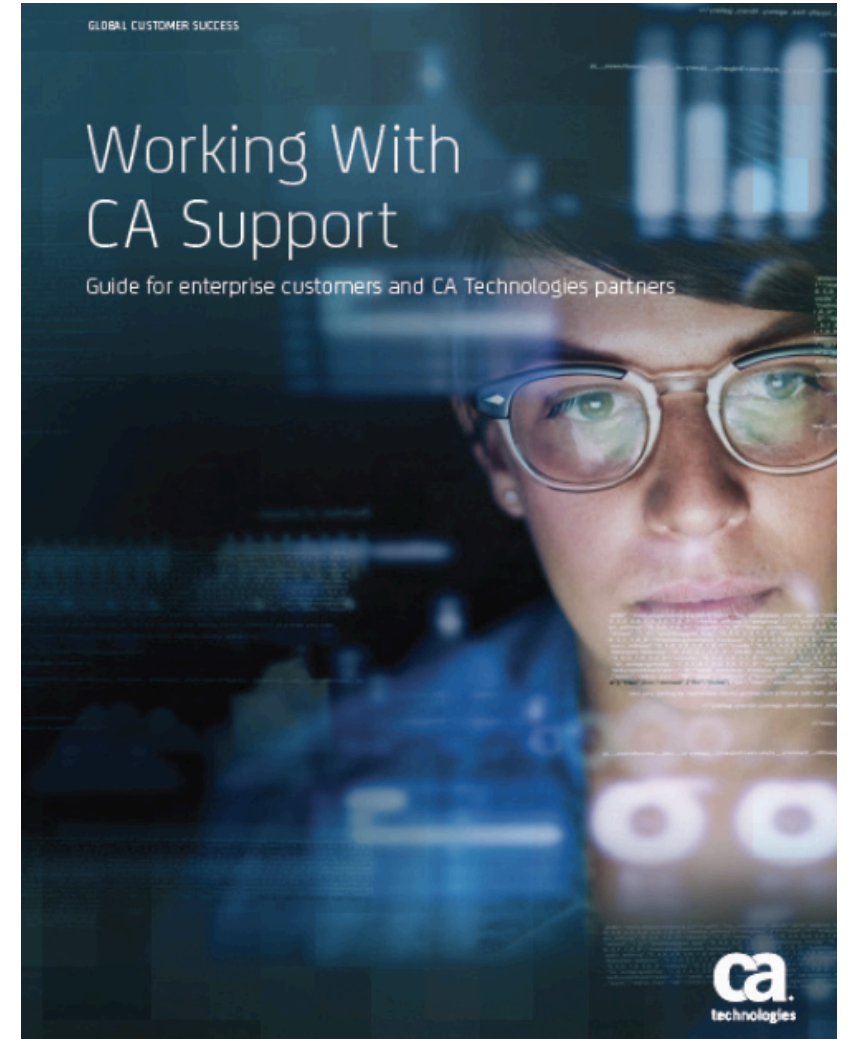
Access **CA Education** courses, accreditation exams, best practices training solutions, and learning paths

DEMO <http://ca.com/register>

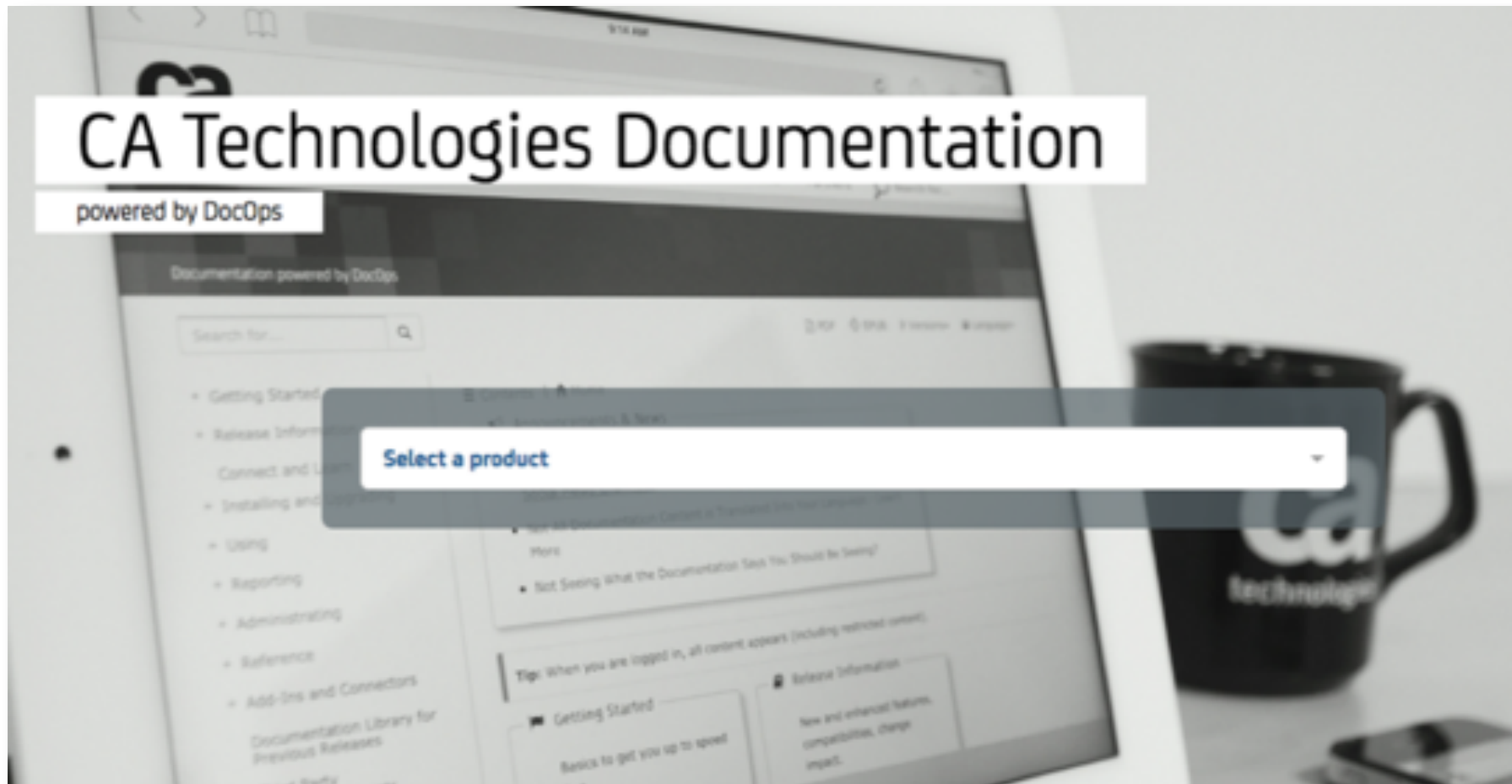
STEP 2: Download Working With CA Support

ca.com/support

- What is CA Support?
- CA support case management
- How to customize your CA Support online experience
- Managing your implementation and upgrade projects
- Accessing and using product documentation
- Support FAQ
- Glossary of terms
- Review Working with CA Support to learn more about CA Support resources, processes and nitty-gritty details of all things CA Support.



STEP 3: Browse Product Documentation



DEMO <http://docops.ca.com/>

STEP 4: Download Your Product

Site ID: 105246_CA TECHNOLOGIES | Site Profile | My Account | My Download Cart | Recently Viewed | Bookmarks | Launch New Home Page

Support > Download Center > Published Solutions

Support
Home
Advanced Search
Support By Product
Open a Case
View Cases
Download Center
Published Solutions
Documentation
Licensing
CA Technologies Project Management
User Administration
CA Programs
Compatibilities
Subscriptions
Contact and Resources

Download Center

Search Downloads

Please select the type of download you are looking for

Published Solutions

Please narrow your search results for "Published Solutions" below:

- Select a Product:** [Find former Product Names if you can't find your licensed product below.](#)
☒ All Products ☐ My Products
Enter the Product Name here, or select from dropdown.
- Select a Release:**
-- Select --
- Select a Component(s):**
Click to select a single component or select multiple components by using Ctrl or Shift.
☒ Select All
--Select--
- Operating System:**
-- Select --
- Select a Gen level:** **Enter High Fix:**
- Confirmed Since:** **Results per Page:** 25
- ☐ Display only "Hypers"


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DEMO support.ca.com

STEP 5: Follow Your Product Community

 communities

Why CA

Products

Education & Training

Service & Support

Partners

Home


News


Communities


Browse


Help

Apps

 3







Following

Group Member

Owned Groups

Recently Viewed

Recommended

All

All Places

Spaces

Projects









Groups

Type to filter by text

Filter by tag

Sort by latest activity: newest first

1 2

Place	Latest activity	Followers
 Test Data Manager EF - 1 Sub-space in Continuous Delivery EF	November 9, 2016 2:57:21 PM	85
 DevTest Community - 6 Sub-spaces	November 9, 2016 2:57:14 PM	1287
 CA Security	November 9, 2016 2:55:20 PM	2823
 CA Testing Tools	November 9, 2016 2:54:25 PM	513
 CA APM - 1 Sub-space	November 9, 2016 2:47:16 PM	3442
 Offerings Catalog @ CA Services in CA Services Forum	November 9, 2016 2:46:41 PM	35
 CA Service Management	November 9, 2016 2:46:27 PM	2915
 CA PPM	November 9, 2016 2:44:04 PM	5461

<https://communities.ca.com/welcome>

Assisted Support: ca.com/phone



Click

Utilize our online case management for severity levels 2-4.

[Open a case >](#)

[Log in to view case >](#)



Call

Choose to speak with a customer representative or a CA Support engineer.

1-800-225-5224



Chat

Start a live chat with a CA Support engineer.

[Learn how >](#)

Assisted Support: Contact CA Support

Severity Levels and Response Times

1

Your system is down, and the condition is impacting a production environment. **1 hour, 24/7**

2

Severely limited functionality is impacting business. **2 business hours**

3

Majority of software functions are usable; low impact to business. **4 business hours**

4

Software is functioning with minor problems. **1 business day**

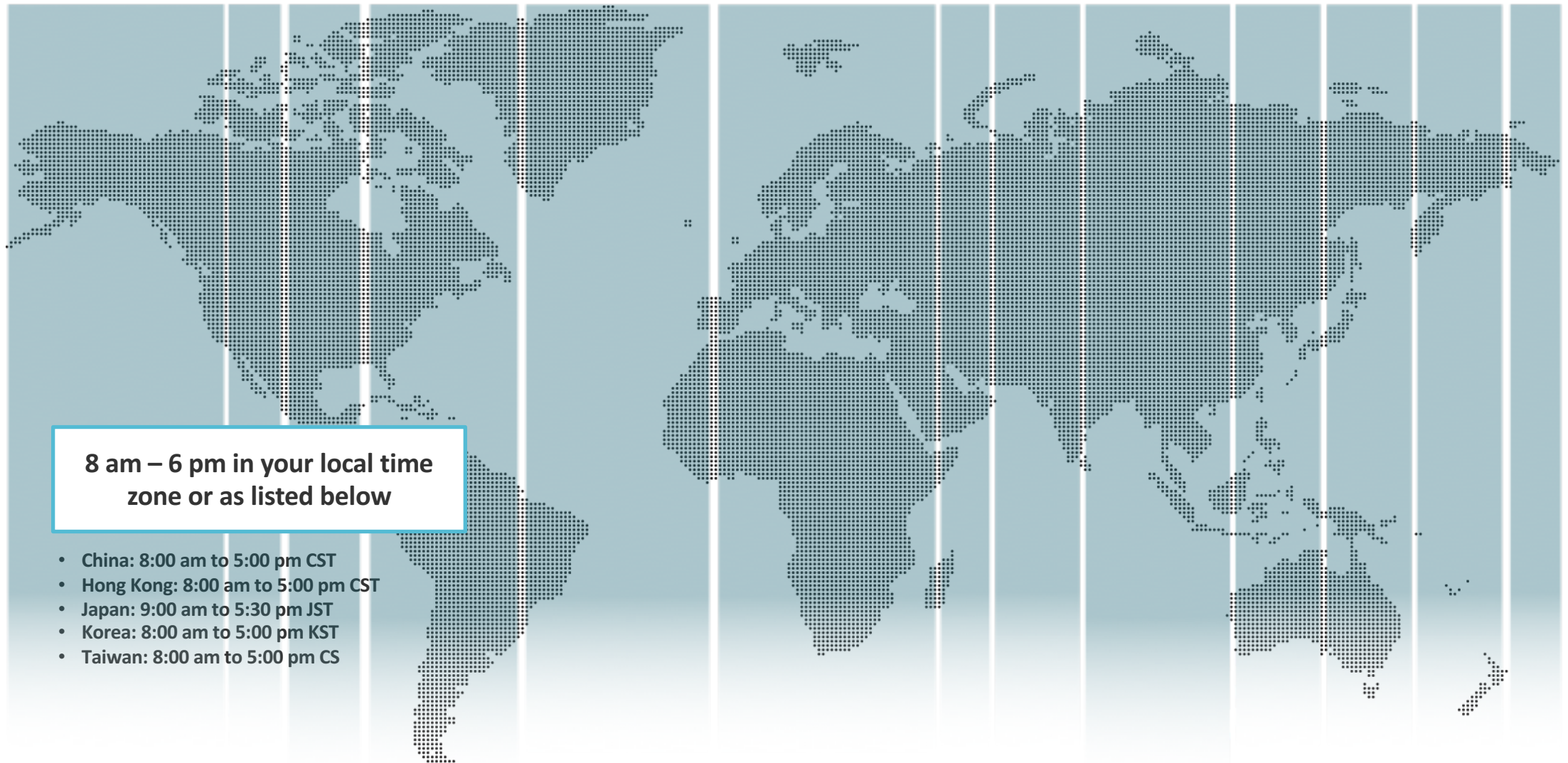
Need help fast?

Call 1 800 225 5224

Customers outside of North America: Find your local support number at ca.com/phone

Customer Care Hours of Operation

24 CENTERS WORLDWIDE



8 am – 6 pm in your local time zone or as listed below

- China: 8:00 am to 5:00 pm CST
- Hong Kong: 8:00 am to 5:00 pm CST
- Japan: 9:00 am to 5:30 pm JST
- Korea: 8:00 am to 5:00 pm KST
- Taiwan: 8:00 am to 5:00 pm CS

Demo: Support Portal

The screenshot displays the CA Support Portal interface. At the top, the CA Technologies logo is on the left, and navigation links for Products, Services, Support, ReWrite, Communities, and Partners are on the right. A user is logged in, with a 'Welcome back, Customer' message and a 'Logout' button. A 'Contact' button is also present. Below the navigation bar, a 'Menu' icon is on the left, and a 'Welcome to CA Support' message is in the center. A 'Social Media Fuels Innovation' banner is visible. A dropdown menu for 'All Products' is shown, with a callout explaining that these bars help find hidden gems like policies, product compatibilities, SaaS trust maps, and more. Below the dropdown, five main sections are listed: Find It (Find what you need when you need it), Knowledge Center (Access product specific Knowledge and Documentation), Communities (Learn more about CA products from a community of your peers), Download Center (Download full products and product solutions (patches)), and Case Management (View and manage your Support cases). Each section has a corresponding icon and a button. A callout for the Knowledge Center states: 'Short how-to articles written by our top Support Engineers'. At the bottom, a row of links includes Alerts, Vulnerabilities, News, CA Programs, and Contact Us/FAQ. A callout for the Alerts link says: 'Cut to the chase: Enter your product name here for optimized results'. A callout for the CA Programs link says: 'This is where you find the basics on any product: release notes, manuals, patches etc.'. A callout for the Contact Us/FAQ link says: 'Manage your account here for favorite products, settings and admin options'.

Select these bars to find some hidden gems like policies, product compatibilities, SaaS trust maps and more

Cut to the chase: Enter your product name here for optimized results

Short how-to articles written by our top Support Engineers

This is where you find the basics on any product: release notes, manuals, patches etc.

Manage your account here for favorite products, settings and admin options

DEMO Open a Case support.ca.com

Assisted Support: Customer Care

Non-Technical Support

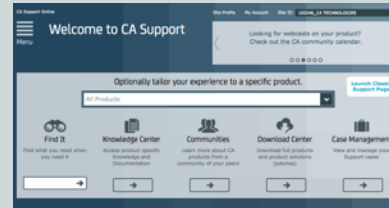
- Service/Support/Education Offerings
- Contract information
- Product, license history, entitlements
- Account changes
- Company name changes
- Product upgrades
- Billing issues
- Licensing and support escalations
- Maintenance reinstatements
- Product compatibility
- Directory assistance for CA Technologies offices and teams

DEMO: Self-Service Support Resources

CA Communities
communities.ca.com



Most questions answered in one day



SUPPORT.CA.COM

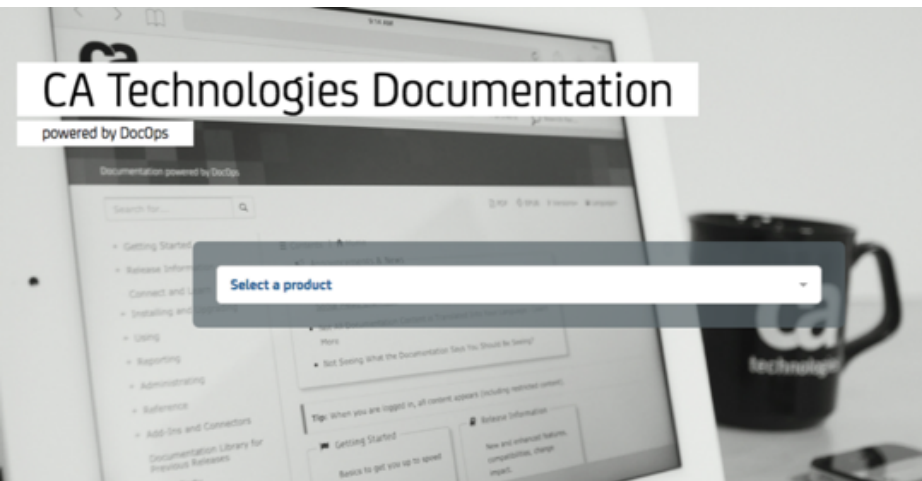
YouTube Videos
youtube.com/educate



Visual learning? Check out thousands of videos and product demos on our YouTube channel

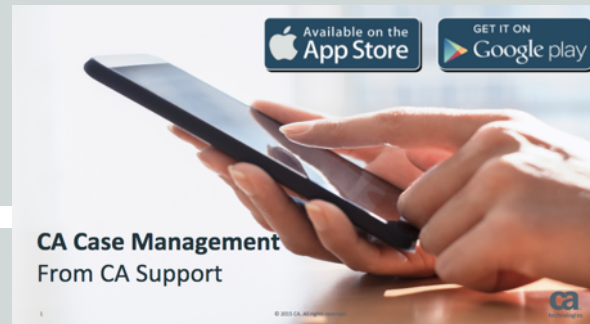
CA Technologies Documentation

powered by DocOps



Product documentation has moved to DocOps

CA Case Management
From CA Support

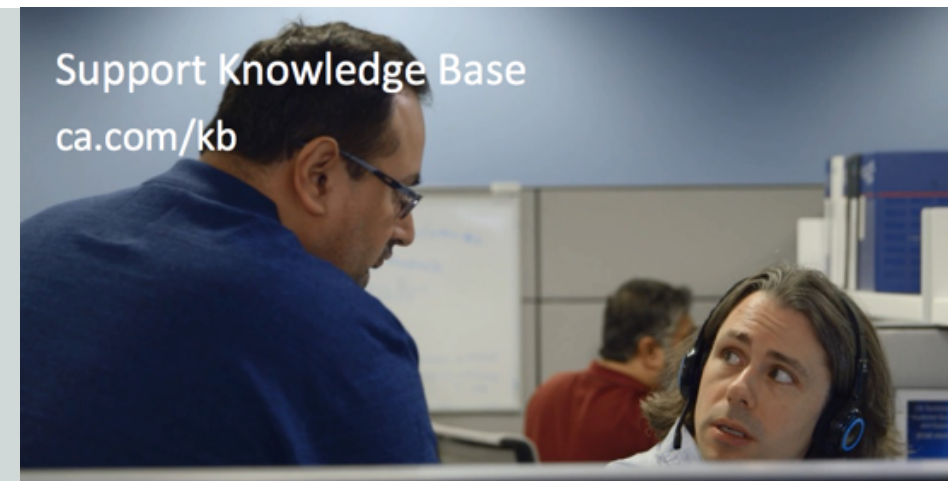


CHAT

SUPPORT

CA.COM/CHAT

Support Knowledge Base
ca.com/kb



All support tickets are turned into knowledge documentation. Search for answers to common issues.

CA Support Mobile App

Keep up with your CA Support cases while you're away from the office

CA CASE MANAGEMENT APP

Keep track of your support cases while you're away from your desk.

[Download from the App Store >](#)

[Download from Google Play >](#)

Communities.ca.com

- You are not alone. Join the thousands of users from across the globe to ask hard questions and share best practices.
- The community is open to all users at all levels and is moderated by CA support engineers, product experts and users to help provide timely, thoughtful answers to your questions.
 - Getting Started
 - Create a profile
 - Follow a community
 - Follow your peers
 - Search for awesomeness

Demo: Chat Support

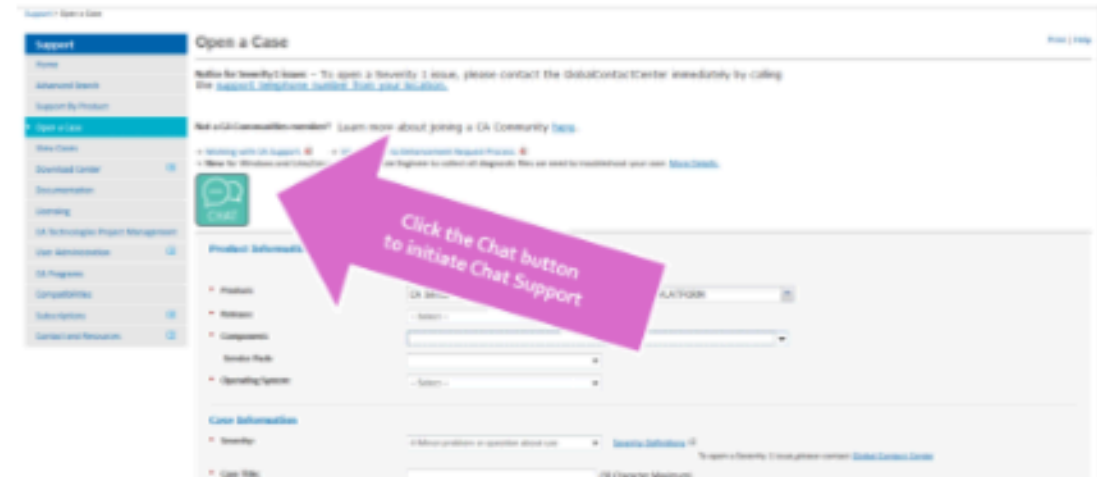
STEP 1

Login to support.ca.com and Open a New Case



STEP 2


Select your product and version number, the Chat Icon will appear when a Support Engineer is available



A faster way to solve your technical issues. Technical Support Chat is routed directly to Support Engineers. New hours: 3am - 6pm US Eastern.

DEMO Chat Support support.ca.com

Global Customer Success Support Services Overview

No Active Support Maintenance	Standard Support Maintenance	Add to Standard Support: Optional Support Services				
<ul style="list-style-type: none">✓ Self Service Support available✓ Community search✓ Basic knowledge base article search	<ul style="list-style-type: none">✓ Customer Care access✓ Extended knowledge base article search✓ Chat support✓ Open a support case online or via phone✓ Standard response times✓ Subscription based product updates✓ Subscription based onboarding program✓ Web based education programs✓ Online diagnostic tools	<p>Extended Support for EOS/EOL</p> <p><i>Re-engages live CA Support for End-of-Life products or End-of-Service releases</i></p>	<p>Upgrade Support Services</p> <p><i>Short-term designated support engineer during upgrade services engagement</i></p> <ul style="list-style-type: none">✓ Regular account assessment meetings during upgrade✓ Open a case on my behalf✓ Designated, Direct-dial engineer✓ Priority response	<p>Fast track Support Services</p> <p><i>Direct access to senior-level CA Support resources</i></p> <ul style="list-style-type: none">✓ Software training and education✓ CA Fast Track support certification✓ Bypass basic CA Support and initial triage✓ Directly connect with senior CA Support engineers <div></div>	<p>Enhanced Support Services</p> <p><i>Long-term designated product support engineer assignment</i></p> <ul style="list-style-type: none">✓ Direct dial access✓ Priority response✓ Onsite visits✓ Technical consulting, planning and strategy✓ Proactive comparative assessments✓ Privileged access to CA product teams	<p>Customer Success Advocate Program</p> <p><i>Long-term personal concierge</i></p> <ul style="list-style-type: none">✓ Priority support queueing and response for multiple products.✓ Executive reporting✓ Advanced, customized account management with relationship surveys✓ Extended value programs✓ Education planning✓ Product portfolio management✓ Privileged access to CA teams

Who's Who



+



+



Global Customer Success Team
Customer Success Managers
Customer Success Advocates
Customer Experience Managers

Customer Care
CA Support Engineers

Escalation Management
Team

= One team. **Your success.** Every day.

Open Issues

Services Documentation

Account Contacts

