

CA Support Resources Onboarding and Refresher

Global Customer Success Team

Step 1: How to Register

Step 2: Join a Community

Step 3: Search for Knowledge

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

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

Need answers? Access the Knowledge Base and product support pages to

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

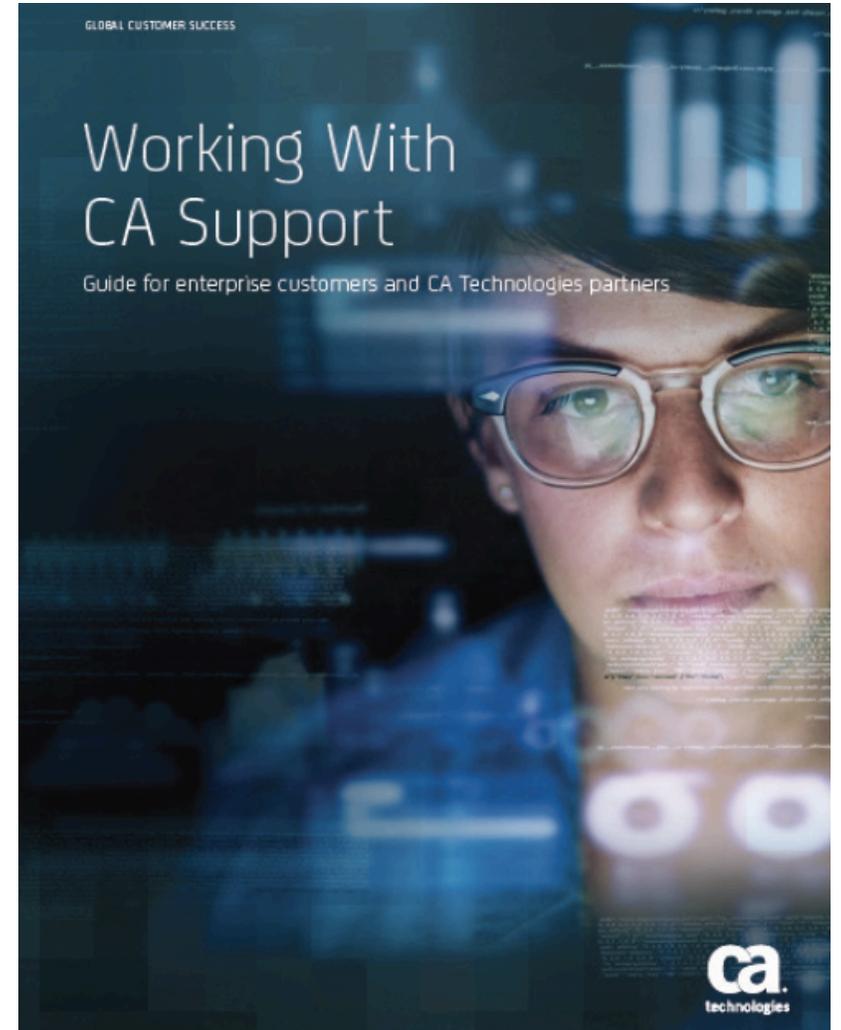
Access **CA Education** courses, accreditation exams, best practices training solutions, and learning paths

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

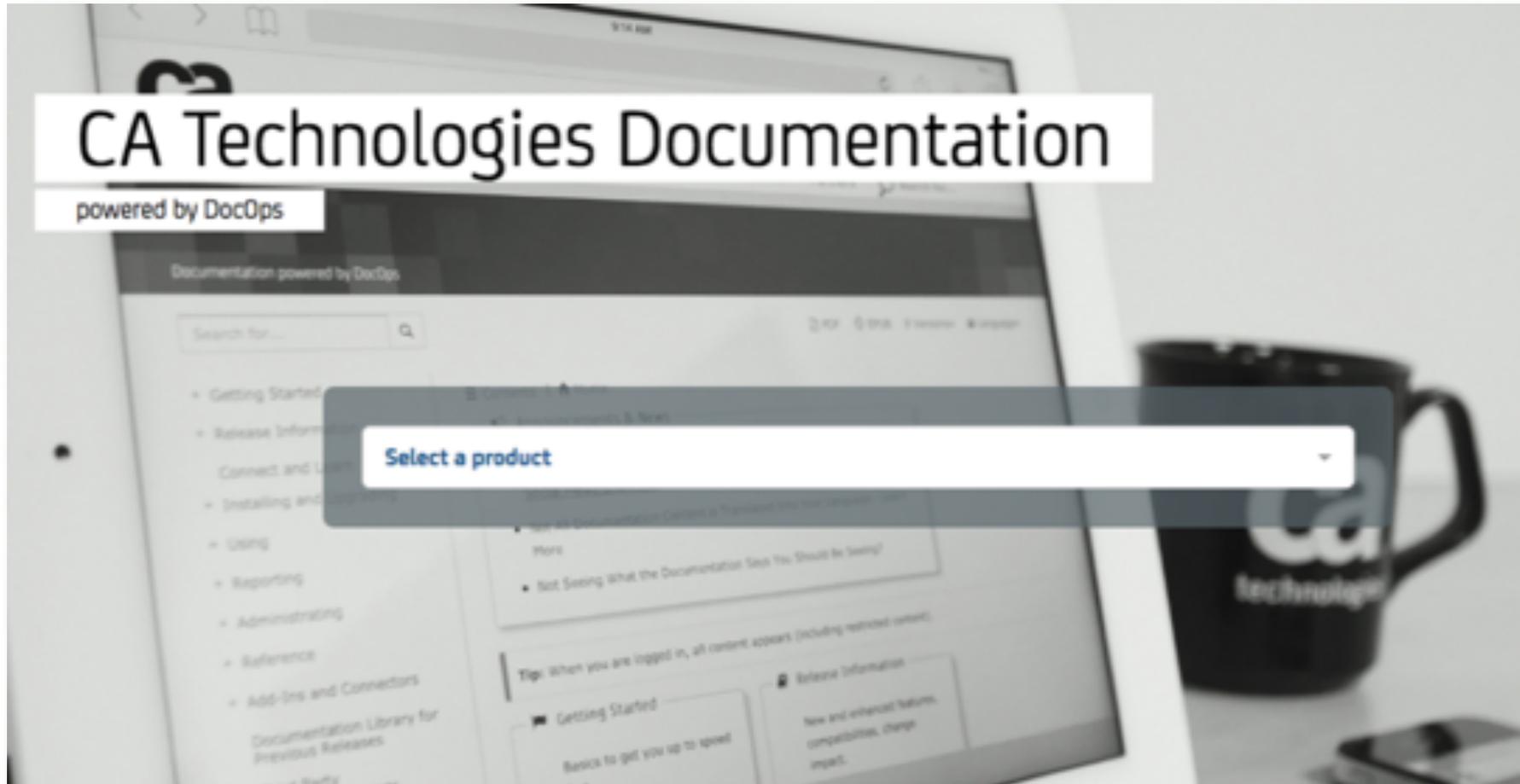
STEP 2: Download Working With CA Support

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

The screenshot displays the 'Download Center' page for '105246_CA TECHNOLOGIES'. The page includes a navigation menu on the left with 'Download Center' selected. The main content area is titled 'Download Center' and contains a search section for 'Published Solutions'. The search filters include:

- Select a Product:** Radio buttons for 'All Products' (selected) and 'My Products'. A text input field for the product name.
- Select a Release:** A dropdown menu currently showing '-- Select --'.
- Select a Component(s):** A checkbox for 'Select All' (checked) and a multi-select dropdown menu.
- Operating System:** A dropdown menu currently showing '-- Select --'.
- Select a Gen level:** A dropdown menu currently showing '-- Select --'.
- Enter High Fix:** A text input field.
- Confirmed Since:** A date input field.
- Results per Page:** A dropdown menu set to '25'.
- Display only "Hypers":** An unchecked checkbox.

At the bottom of the search section, there is a 'Go' button and a note: 'Mainland China based customers please click [here](#)'.

On the right side of the page, there is a 'My Solutions Cart' section indicating no solutions are in the cart, and a 'Software Evaluations & Betas' section with a 'Learn more' link.

DEMO support.ca.com

STEP 5: Follow Your Product Community

The screenshot shows the CA Technologies Communities website. The top navigation bar includes 'Home', 'News', 'Communities', 'Browse', 'Help', and 'Apps'. The main content area is titled 'All Places' and lists various product communities. The table below shows the details of these communities.

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**

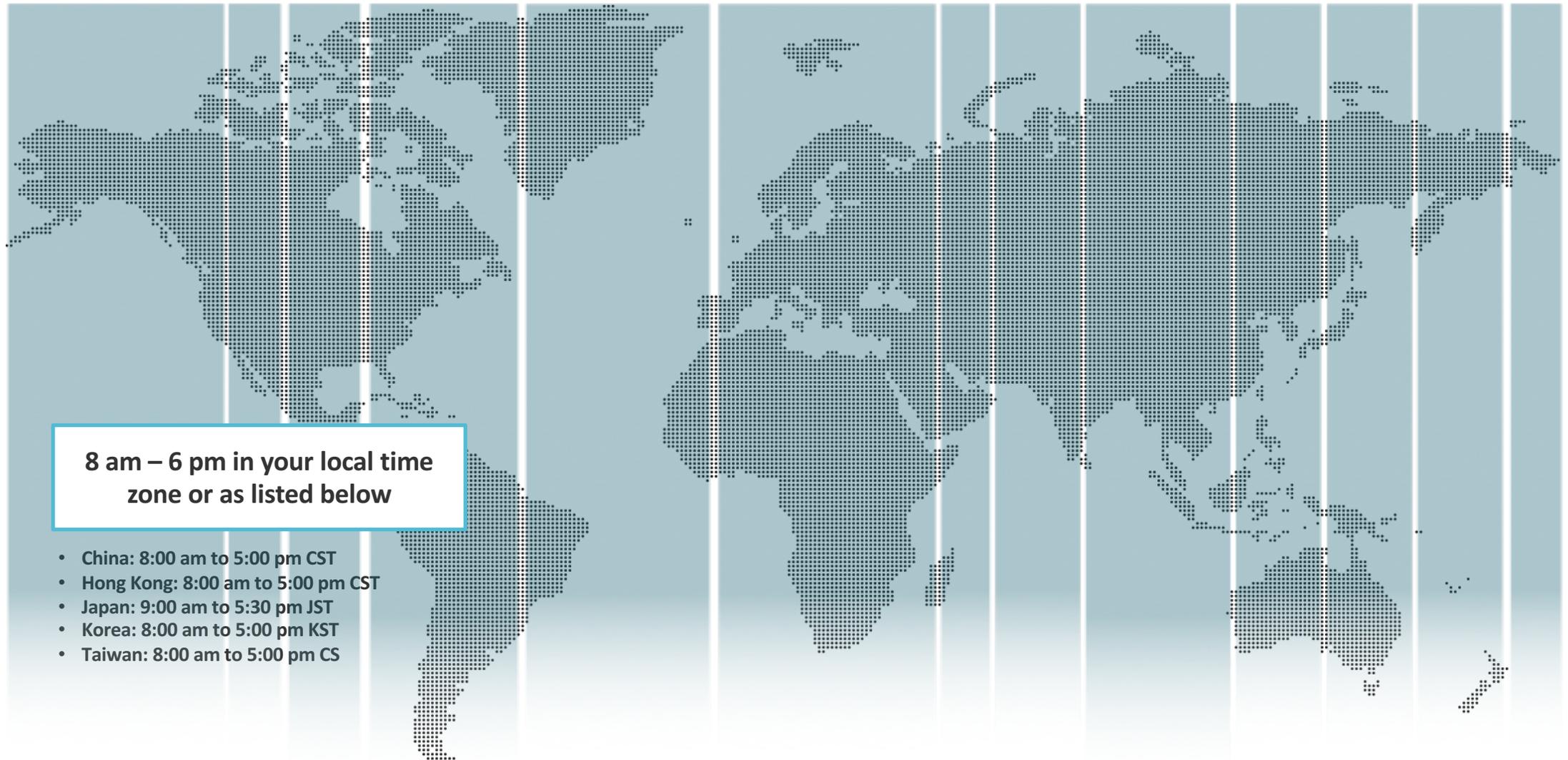
Need help fast?

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



Demo: Support Portal

The screenshot shows the CA Support Portal interface. At the top, there is a navigation bar with the CA Technologies logo, a user greeting 'Welcome back, Customer', a 'Logout' button, a phone number '1-800-995-5294', and a 'Contact' button. Below this is a secondary navigation bar with links for 'Products', 'Services', 'Support', 'Rewrite', 'Communities', and 'Partners'. The main content area features a 'Welcome to CA Support' header, a 'Menu' icon, and a 'Social Media Fuels Innovation' banner. A central section titled 'Optionally tailor your experience to a specific product.' includes a dropdown menu for 'All Products' and a 'Launch Classic Support Page' button. Below this are five main navigation tiles: 'Find It' (with a magnifying glass icon), 'Knowledge Center' (with a document icon), 'Communities' (with a group of people icon), 'Download Center' (with a download icon), and 'Case Management' (with a briefcase icon). Each tile has a brief description and a right-pointing arrow button. At the bottom, there is a footer with icons for 'Alerts', 'Vulnerabilities', 'News', 'CA Programs', and 'Contact Us/FAQ'. Five callout boxes with blue borders and lines pointing to specific elements provide additional information: one points to the 'Menu' icon, another to the 'All Products' dropdown, a third to the 'Find It' tile, a fourth to the 'Communities' tile, and a fifth to the 'Download Center' tile.

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.

DEMO Open a Case support.ca.com

Assisted Support: Customer Care

Non-Technical Support

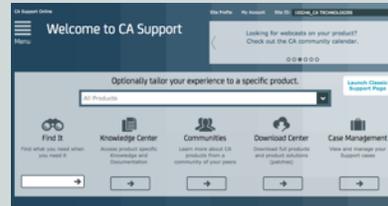
- Service/Support/Education Offerings
- Contract information
- Product, license history, entitlements
- Account changes
- Company name changes
- Product upgrades
- Billing issues
- Licensing and support escalations
- Maintenance reinstatements
- Product compatibility
- Directory assistance for CA Technologies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

DEMO: Self-Service Support Resources



CA Communities
communities.ca.com

Most questions answered in one day

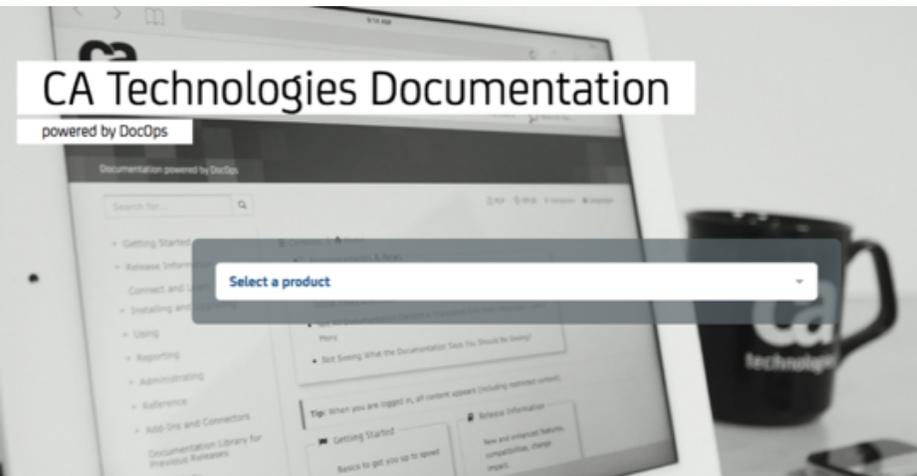


SUPPORT.CA.COM



YouTube Videos
youtube.com/educate

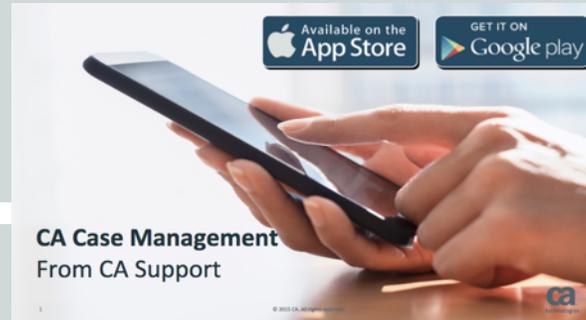
Visual learning? Check out thousands of videos and product demos on our YouTube channel



CA Technologies Documentation

powered by DocOps

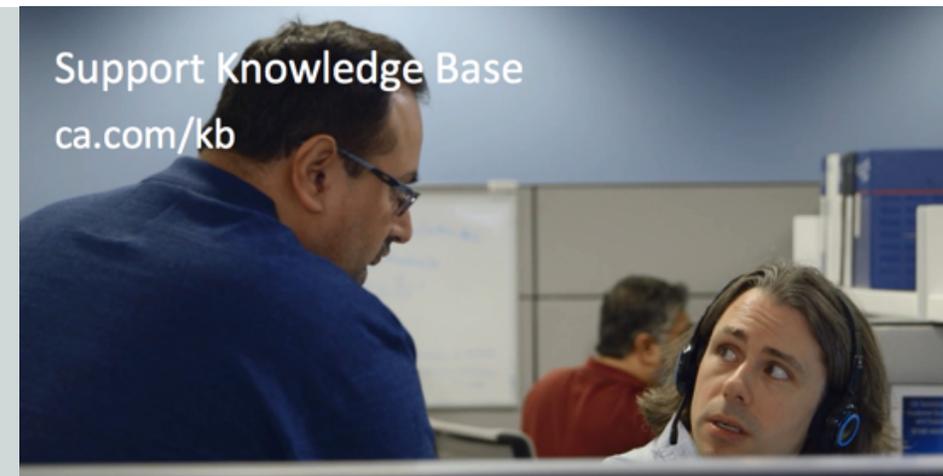
Product documentation has moved to DocOps



CA Case Management
From CA Support



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

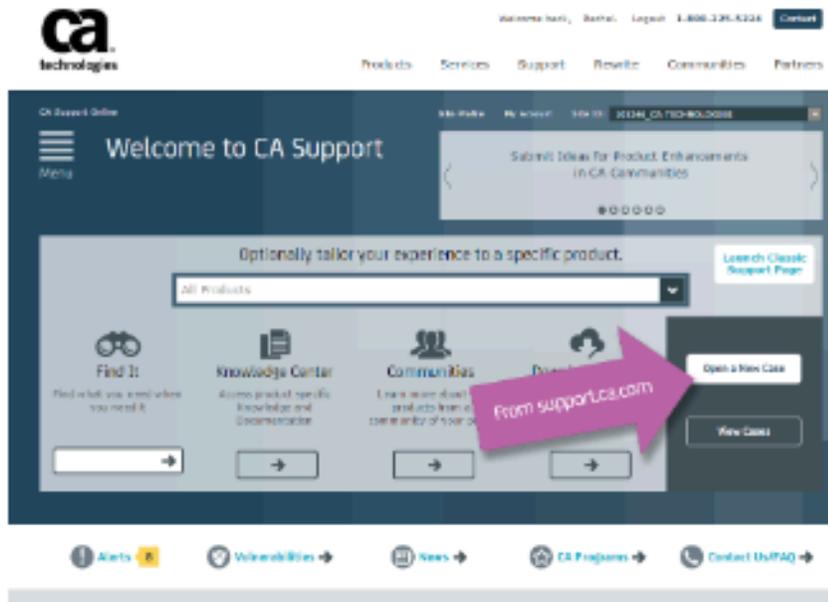
- You are not alone. Join the thousands of users from across the globe to ask hard questions and share best practices.
- The community is open to all users at all levels and is moderated by CA support engineers, product experts and users to help provide timely, thoughtful answers to your questions.
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



Demo: Chat Support

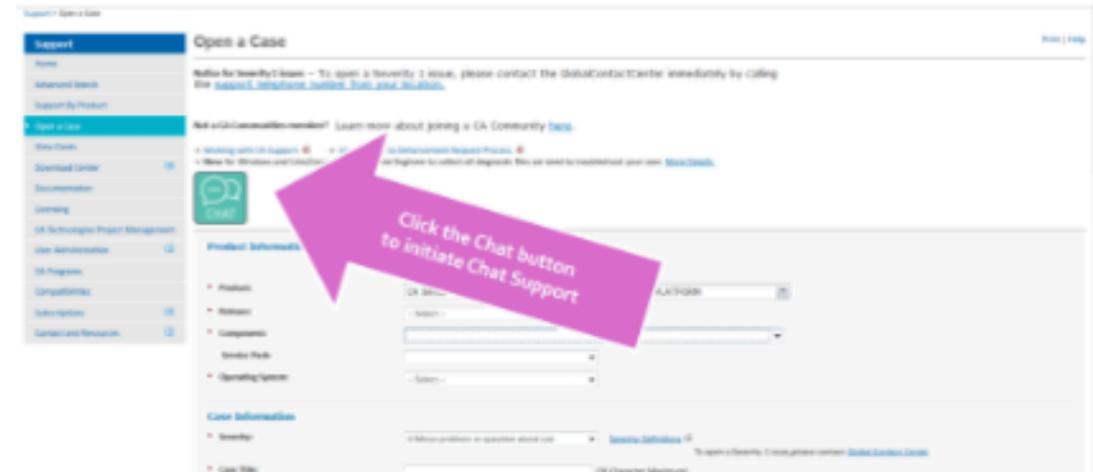
STEP 1

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 style="text-align: center;">Extended Support for EOS/EOL</p> <p style="text-align: center;"><i>Re-engages live CA Support for End-of-Life products or End-of-Service releases</i></p>	<p style="text-align: center;">Upgrade Support Services</p> <p style="text-align: center;"><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 style="text-align: center;">Fast track Support Services</p> <p style="text-align: center;"><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 style="text-align: center; margin-top: 20px;">  </div>	<p style="text-align: center;">Enhanced Support Services</p> <p style="text-align: center;"><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 style="text-align: center;">Customer Success Advocate Program</p> <p style="text-align: center;"><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



in