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CUSTOMER SUCCESS TEAM

Customer Resource Overview

Colleen Barker
Global Customer Success
CA Technologies

Rachel Macik
Global Customer Success
CA Technologies

CST01T

Getting Started With CA

1 **Customer Resources**
- ✓ **Meet** Global Customer Success
- ✓ **Register** for access

2 **Product Resources**
- ✓ **Training and Education**
- ✓ **Support Portal**
  - • Product Information
  - • Communities
  - • Download Management
  - • Case Management
- ✓ **Events**

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Our Customer Promise

To consistently deliver a superior experience by putting your organization at the center of all we do. The ultimate measure of our success is through your success and earning your trust as a strategic partner.

**Invest to build
long-term relationships**

**Deliver innovative
business outcomes**

**Commit to each
customer's success**

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Our People

700+ Engineers with decades of support experience and industry recognized continuing education programs

270+ Customer success & customer care team members focused on positive customer experience

We power the global innovation leaders that power the global economy.

13+ Years average tenure, with 9 major languages at over 25 worldwide sites

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Your Contacts

Customer Success Manager
First Last
000-000-0000
first.last@ca.com

- Welcome to CA overview
- Schedule roadmap presentations
- Schedule check-in meetings
- Organize Pre-Upgrade Planning Reviews
- Engage resources for support escalations
- Organize Technical Workshops
- Share best practices

This will depend on services purchased

Customer Care Team
1 800 225 5224, Option 2
https://communities.ca.com/community/customer-care

- General questions
- Provides licensing
- Resets passwords
- Help with downloads
- Accessible via Communities and Phone by anyone in your organization

CA Support Team
1 800 225 5224, Option 2
Support.ca.com

- Provides product support
- Provides chat support on many solutions
- Participates in communities
- Writes knowledge articles

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Registration Benefits

We encourage all users to register with their Enterprise Site Id to take advantage of the full suite of support resources.

Registration Benefits	Basic	Education	Support
CA Partner Portal			
Support case management			X
Premium support content			X
Customer Validation Program			X
Instructor-led and online courses		X	
Certification exams		X	
Webcasts	X	X	X
CA Communities	Limited view	X	X
Product Documentation	Limited view	X	X
Ca.com content	X	X	X

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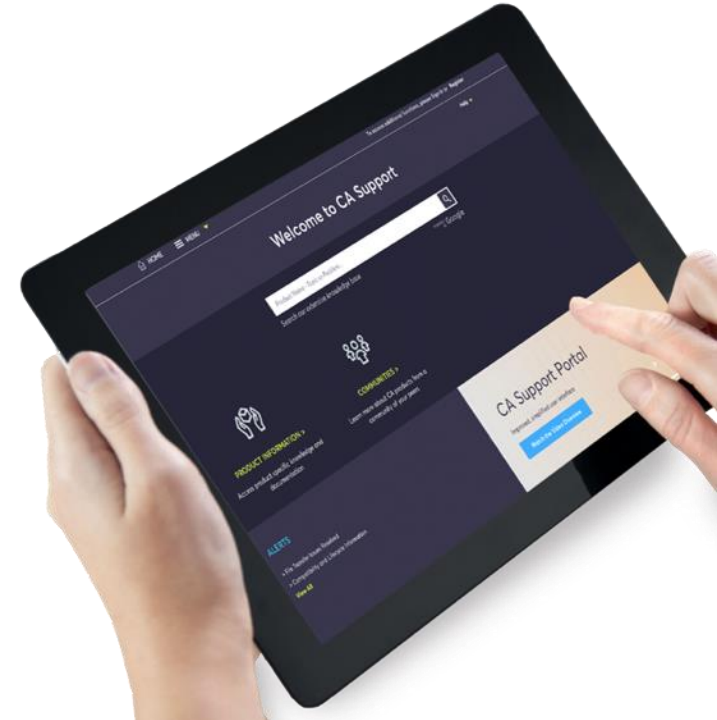
Registration starts at support.ca.com
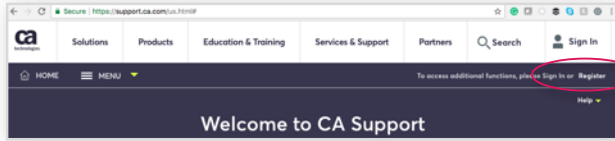
ACCESS CAN TAKE UP TO 48 HOURS

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

Basic Access Information
- Salutation
- First Name
- Last Name
- Email Address

A company email address is required - generic emails like Gmail and Yahoo will not be approved.

- Password
- Confirm Password
- Alias/Screen Name

CALL   CHAT

Company/Location Information
- Company
- Job Title
- United States
- Address 1
- Address 2
- City
- State/Province
- Postal Code
- Phone
- Phone Extension

Support Access Information
- Type of Customer ID
- *Preferred Contact Method: ● Email ● Phone
- Preferred Language

Education Access Information
- Time Zone
- Site/Language

Customers should select
- ✓ Basic Access
- ✓ CA Support
- ✓ CA Education

Use your **business email address** to access CA Support Content

Select Enterprise Support Access, then enter your Enterprise Site ID

Having trouble?
Click to chat with Customer Care

Welcome to CA Support

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Already registered?
Update Your Profile

If you previously registered for Basic Access and need to add support, simply edit your profile.

Sign In

My Profile

My Profile
Keep your profile up-to-date to maximize your CA Technologies online experience and ensure that you have access to the latest information and resources.

| Basic Access | CA Partner | CA Support | CA Education |

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

Basic Access Information
Salutation: Ms.
First Name: Rachel
Last Name: Macik
Email Address: macra02@ca.com
Password: ******** [change password]
Alias/Screen Name: Rachel_Macik

Company/Location Information
Company: CA Technologies
Job Title: Sr Principal Product Marketing, CX
Country: United States
Address 1: 713 625 9421
Address 2:
City: Houston
State/Province: Texas
Postal Code: 77040
Phone: 1-800-225-5224
Phone Extension:
Time Zone: (GMT-06:00)Central Time(US & Canada)
Site/Language: United States - English

Edit

Click "CA Support," add your Enterprise Site ID information and save

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Product Resources

1 Customer Resources
- ✓ **Meet** Global Customer Success
- ✓ **Register** for access
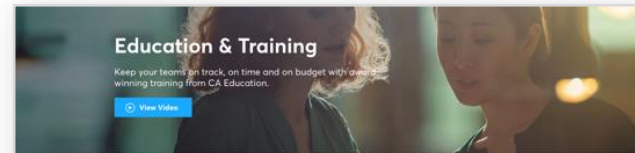
2 **Product Resources**
- ✓ **Training and Education**
- ✓ **Support Portal**
  - • Product Information
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  - • Case Management
- ✓ **Events**

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Training and Education

www.ca.com/education

- Learning Paths

- Certification

- Self Directed or Instructor Led Training

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Free Training

ca.com/freetraining

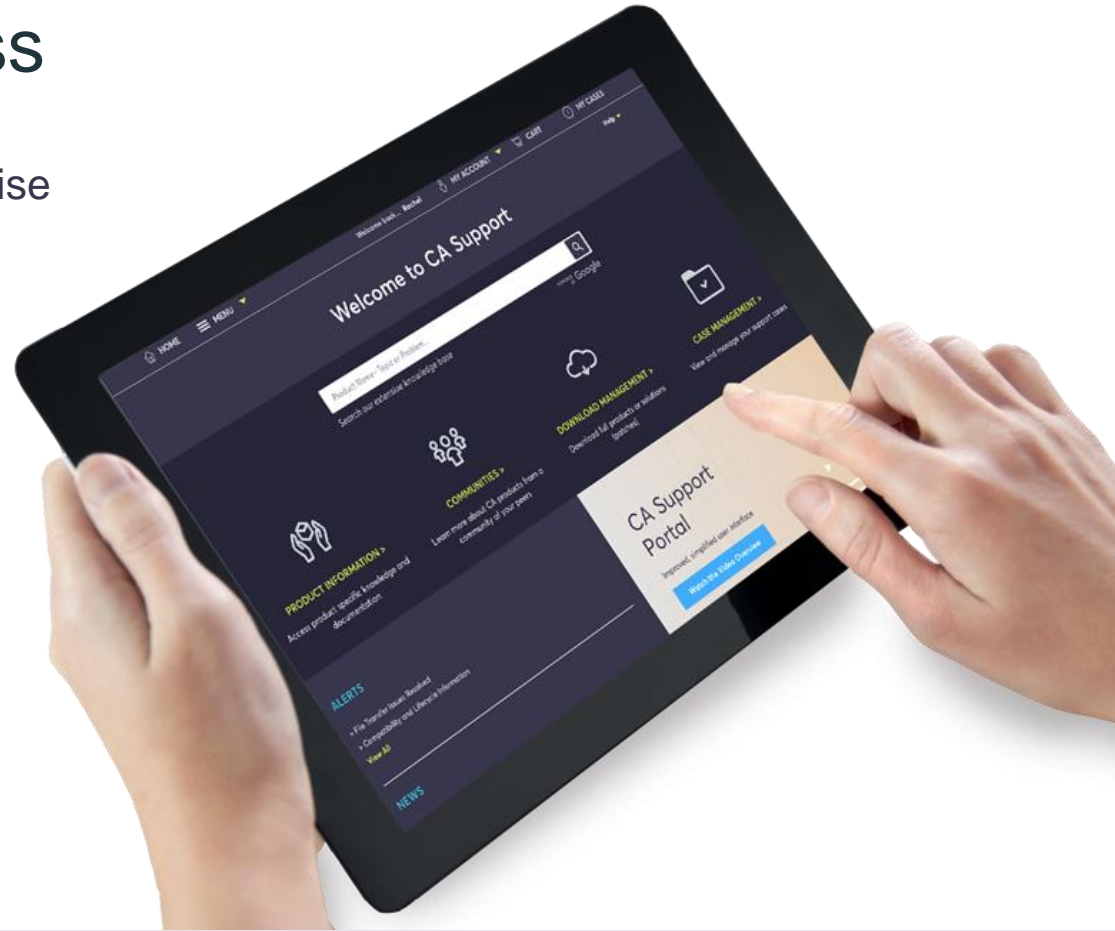Take advantage of valuable content designed to help you make the most of your investment.

Support Portal Access

Your registration details and Enterprise Site ID determine entitlement for support.ca.com.

Entitlement enables:

- Product and solution downloads

- Support case initiation and management

support.ca.com

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Need help?
Open a Customer Care Case

Non-Technical Assistance

- General questions

- Provides licensing

- Reset password

- Download assistance

Search the Customer Care Community for FAQ or to ask a question

From support.ca.com, scroll to the bottom and click, Customer Care Request Form

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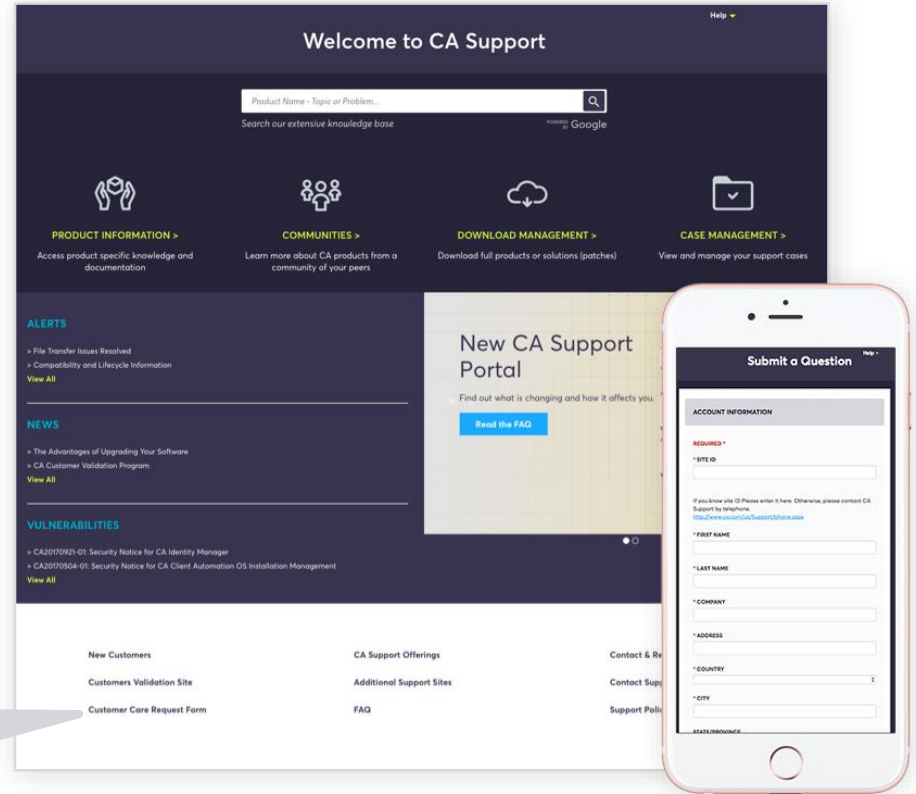
Product Information and Self-service Support

Staff Selection

- Product information chosen by the CA Product Owner
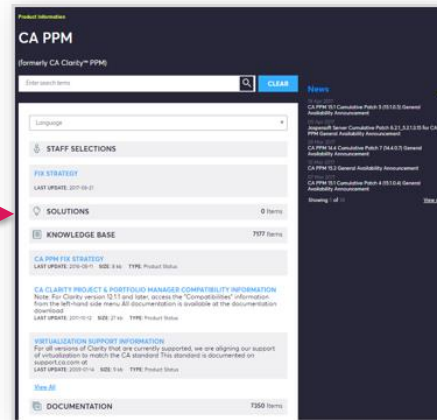
Solutions

- Published solutions/fixes

Knowledge Base

- Knowledge Base Articles, Problems, Product Status

Documentation

- DocOps – Release specific

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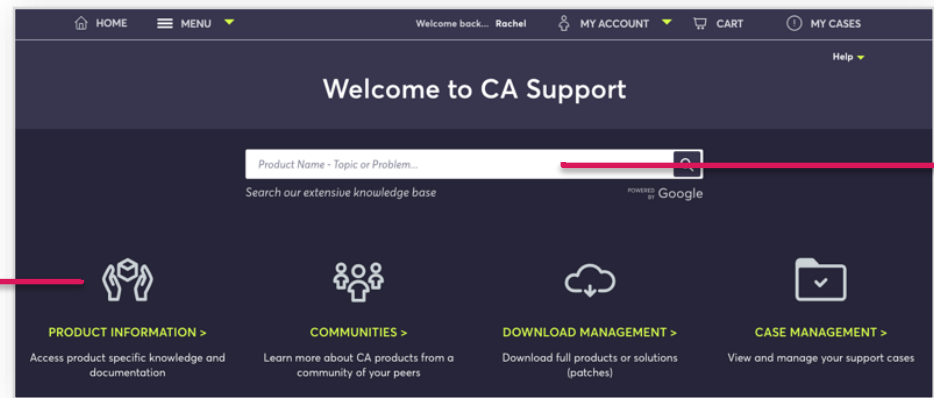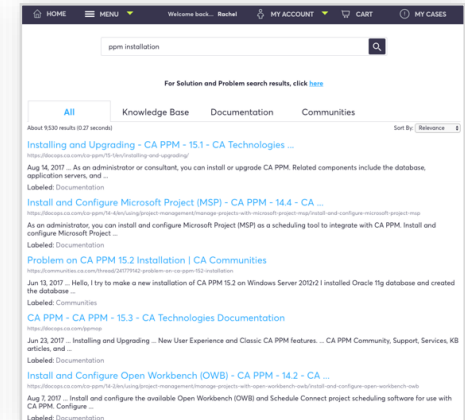
Product Documentation
docops.ca.com

Official documentation from the CA Product Teams. This includes links to multiple resources for running the solution as well as getting started and installation.

Release Specific

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What are the online CA Communities?

Global Success Team
Sydney Australia

We launched the CA Communities to facilitate conversations between users of all levels to offer opportunities for product onboarding, customizations, and improvements. Each community is organized by product or by general information. Don't be afraid to ask a question… there are literally thousands of people waiting to respond.

communities.ca.com

General Information

- Customer Care Community is hosted by the Customer Care team and is most helpful for new users
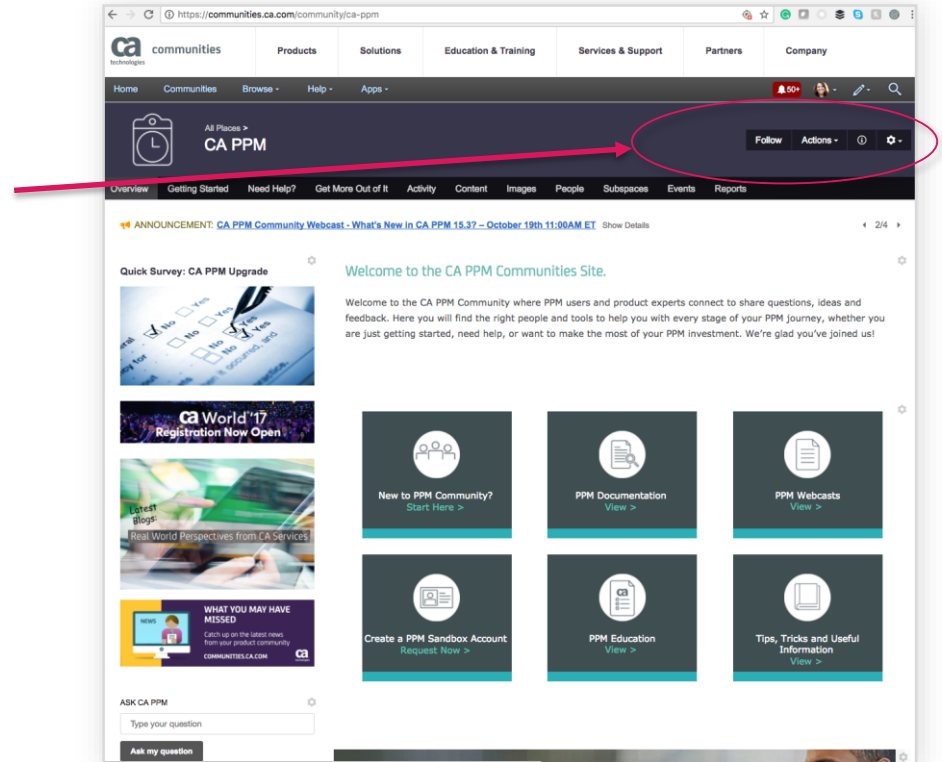- The Water Cooler Community hosts general information and training for the communities platform

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Follow Your Product Community

Blog posts | Install & Upgrade information | Q & A | Polling Videos | Support Engineers Roadmap Webcasts

Find Your Product Community

https://communities.ca.com/docs/DOC-231166155

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Product Roadmaps & Feedback Sessions

Gain firsthand knowledge about upcoming product functionality and features along with architectural enhancements

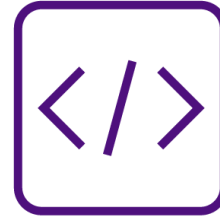ca.com/roadmap

Ideation

Direct Say in CA Technologies Products Roadmap

Submitting ideas for product enhancements

Voting on discussing ideas from other community members

Opting into product validation programs to test incremental process and provide feedback that will influence the next iteration

For more details on how to submit the Ideas on the Community follow the video

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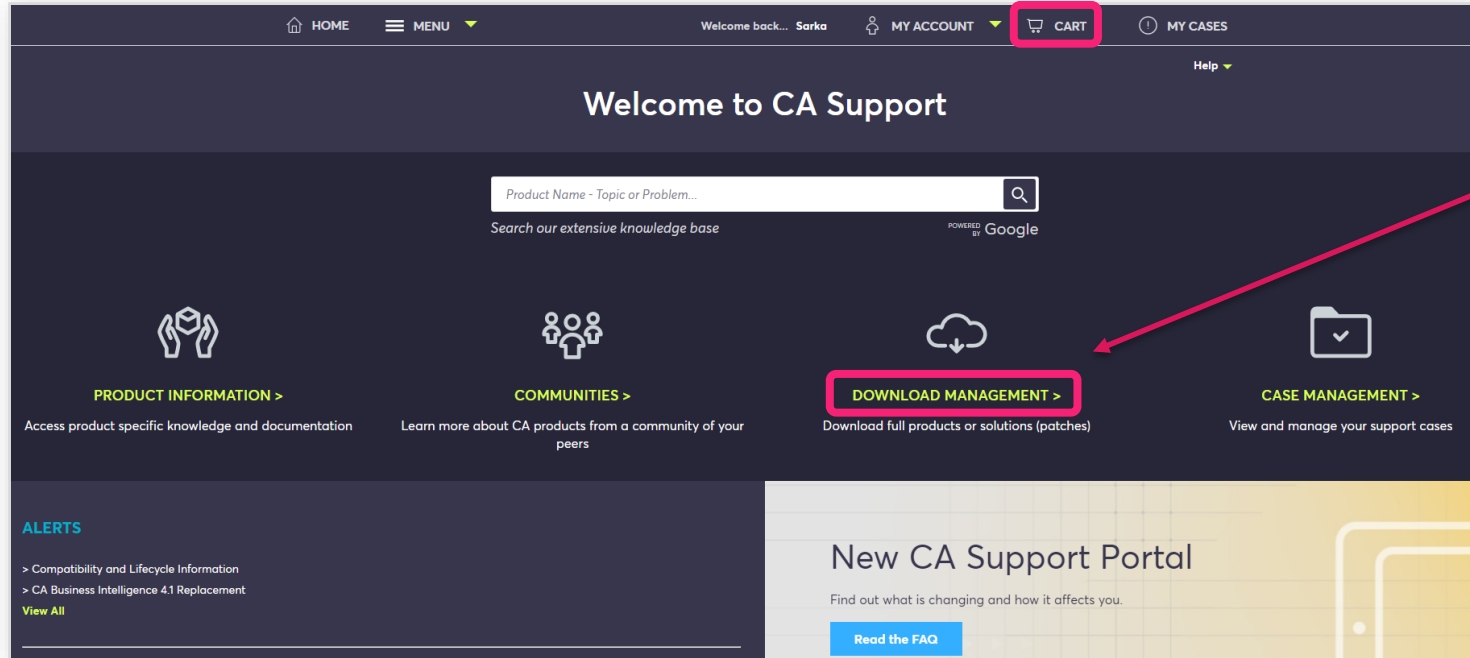# Ask CA Online Chat

Ask CA (formerly Office Hours) is a popular way to get fast answers to questions. It takes the format of on-line chat, but is staffed by numerous CA experts in Sales, Marketing, Engineering, Support etc.

communities.ca.com

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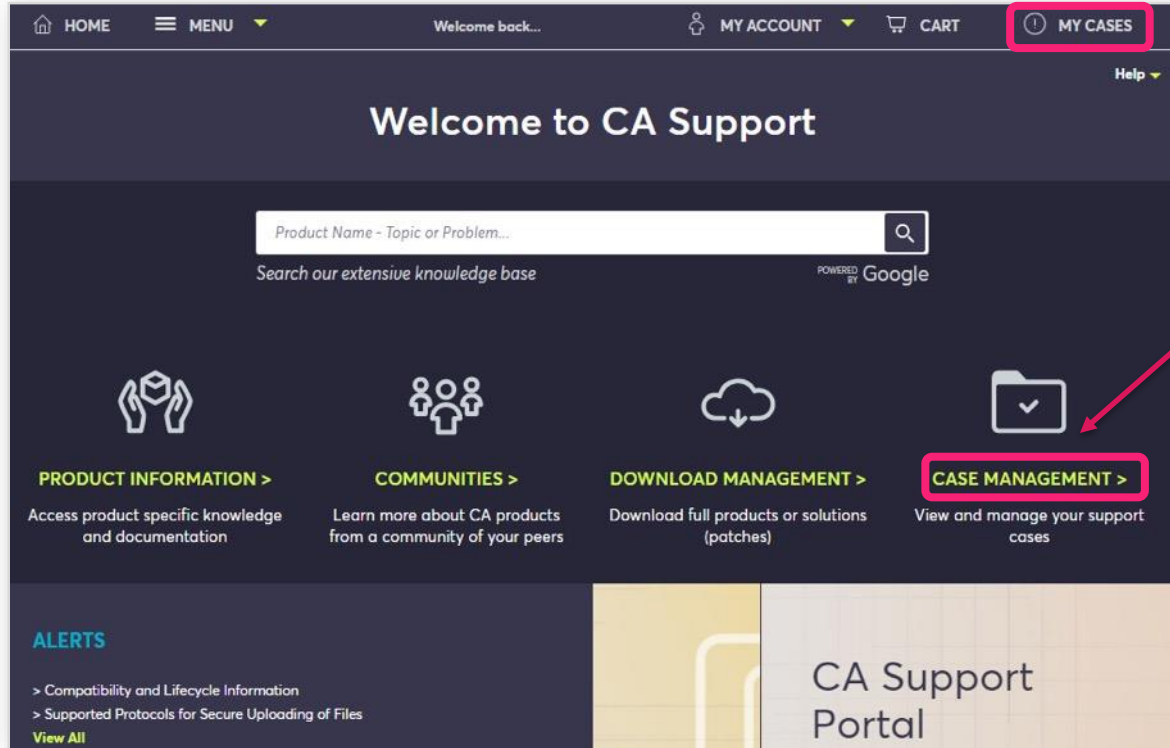# Product and Solution Downloads

Product and Solution Downloads

Case Management

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Create a New Case

Online

- Enter product info
- Fill in your case info
- Provide contact information

By Phone

- 18002255224 Option 1
- For Global Support numbers go to www.ca.com/phone
- Have your Enterprise Site ID ready
- This approach MUST be used if a case is   a 'Severity 1'
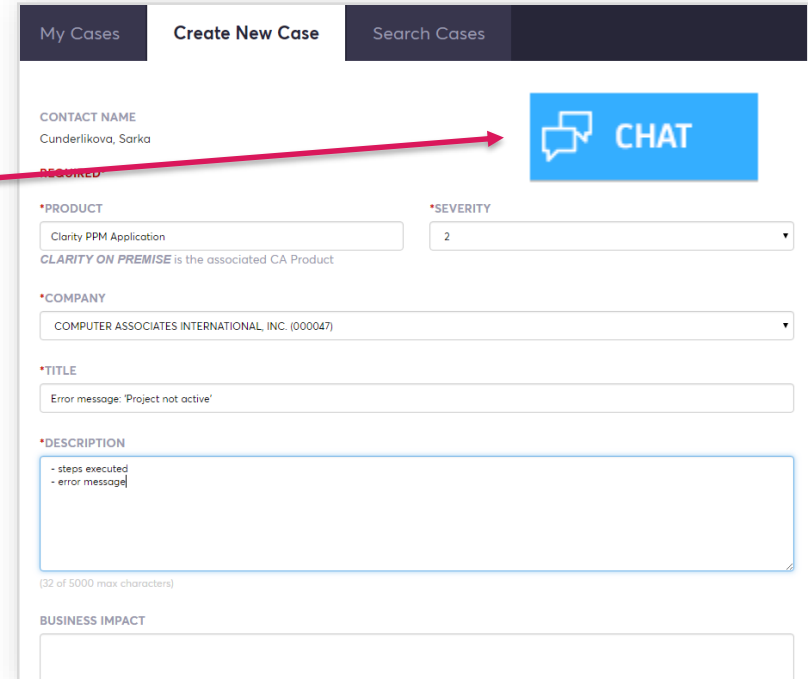
My Cases | **Create New Case** | Search Cases

CONTACT NAME
Cunderlikova, Sarka

REQUIRED*

*PRODUCT
Clarity PPM Application
CLARITY ON PREMISE is the associated CA Product

*SEVERITY
2

*COMPANY
COMPUTER ASSOCIATES INTERNATIONAL, INC. (000047)

*TITLE
Error message: 'Project not active'

*DESCRIPTION
- steps executed
- error message
(32 of 5000 max characters)

BUSINESS IMPACT

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Chat Instead of Opening a Ticket

Have a quick question?

When chat is available, a "CHAT" icon will appear once you have selected your product.

Chat is a great option for quick questions that do not require too much technical troubleshooting.

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Opening a Case – Tips

Give as much relevant information, as soon as possible

- Your Enterprise Site Id (if raising by phone)
- The CA product you are using (API Management SaaS)
- Environmental details (release level, probe versions, OS / DB info etc)
- Error messages / unusual behavior
- Documentation (logs, screenshots etc.)
- Steps to reproduce
- Business impact as well as any deadlines or project plans

Partner with Support to work toward resolution

- Execute diagnostics as requested by CA and inform CA of results
- Communicate directly with CA to verify problem and provide detailed info
- Validation of case resolution

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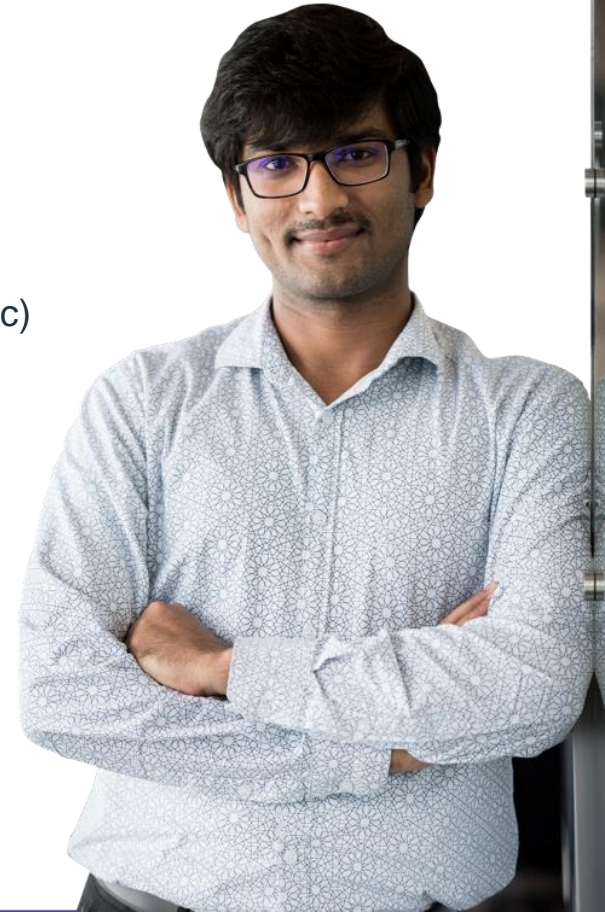
Determining Issue Priority

Define the Severity Based on Business Impact/SLOs

Severity	SLO	Service Level Description
1	1 Hour	"System Down" or product inoperative condition impacting a production environment. *Via Phone Only
2	2 Business Hours	High-impact business condition, the software may operate but is severely restricted.
3	4 Business Hours	Low-impact business condition with a majority of software functions still usable.
4	1 Business Day	Minor problem or question that does not affect the software function.

"Severity 1" means System Down or a product-inoperative condition impacting a production environment for which no workaround is immediately available, such as (i) production server or other mission critical systems are down; (ii) a substantial portion of mission-critical data is at a significant risk of loss or corruption; (iii) a substantial loss of service; (iv) business operations have been severely disrupted; or (v) an incident in which the software causes catastrophic network or system failure or that compromises overall system integrity or data integrity when the software is installed or when it is in operation (i.e., system crash, loss or corruption of data, or loss of system security) and significantly impacts ongoing operations in a production environment

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Manage Your Support Cases

You can keep track of your cases on the CSO home screen. Check under the section 'My Cases' or you can call CA Support for further assistance.

'My Cases' changes to 'Cases Pending' when there are cases pending action from your team.

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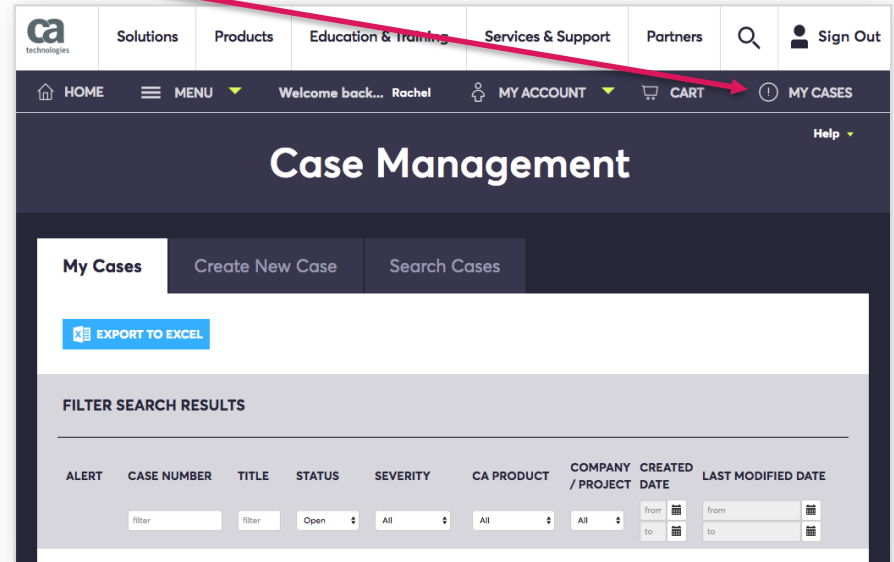
Case Escalation

Ensure case is at the appropriate severity level.

To escalate an existing support case if the business impact has changed, or it is not progressing appropriately, there are 2 options:
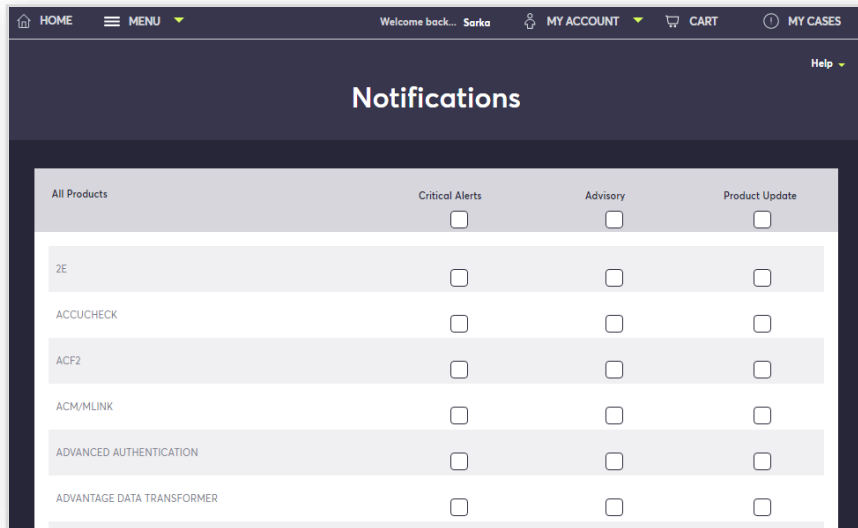
- Call CA Customer Support (18002255224 Option 1)
  - Give the support case number
  - Ask to speak to a CA Support Manager
  - Explain the situation
- Update the Support Case with the comment requesting a Support Manager contact you

If further escalation is required, please contact your CA Customer Success Manager
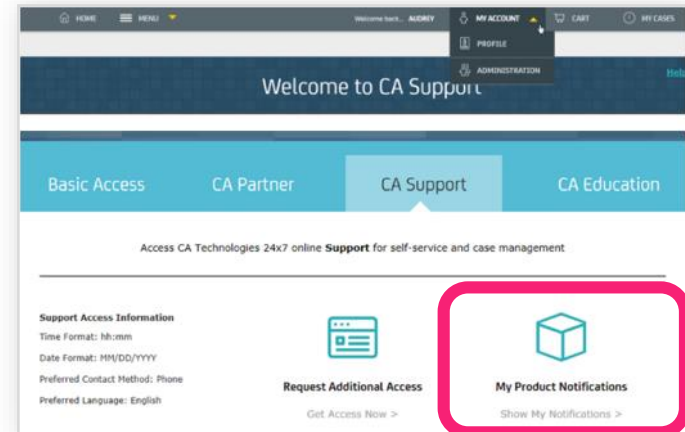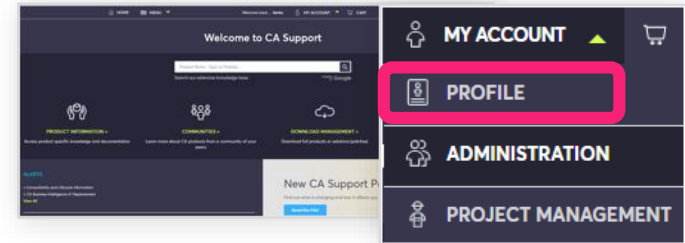
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Product Notifications

- Be the first to know when product status changes
- Opt in for critical alerts, advisory notifications and product updates

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How can Customer Success help you?

Welcome to CA

- Familiarize you with our support tools and resources
- Organize implementation planning reviews

Adopting our Solutions

- Coordinate hands-on Technical Workshops
- Organize pre-upgrade planning reviews
- Keep you informed of release updates and fixes

Ensuring Your Success

- Schedule strategic business driving conversations
- Enable fast issue resolution

Partnering with CA

- Ensure your feedback is heard
- Plan Roadmap sessions
- Case Studies
- CA World Speaking opportunities

Useful Links

Main CA Contact Numbers

User Case Studies	CA Support Site
CA YouTube Chanel	General CA Support Policies
Training Courses and Paths	Product Notification Registration

For the **General CA Support Policies**, change the link for the correct language: Link here

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Questions?

Thank you.

Stay connected at
https://communities.ca.com/community/customer-care