

Customer Experience Handling



Quadrotech

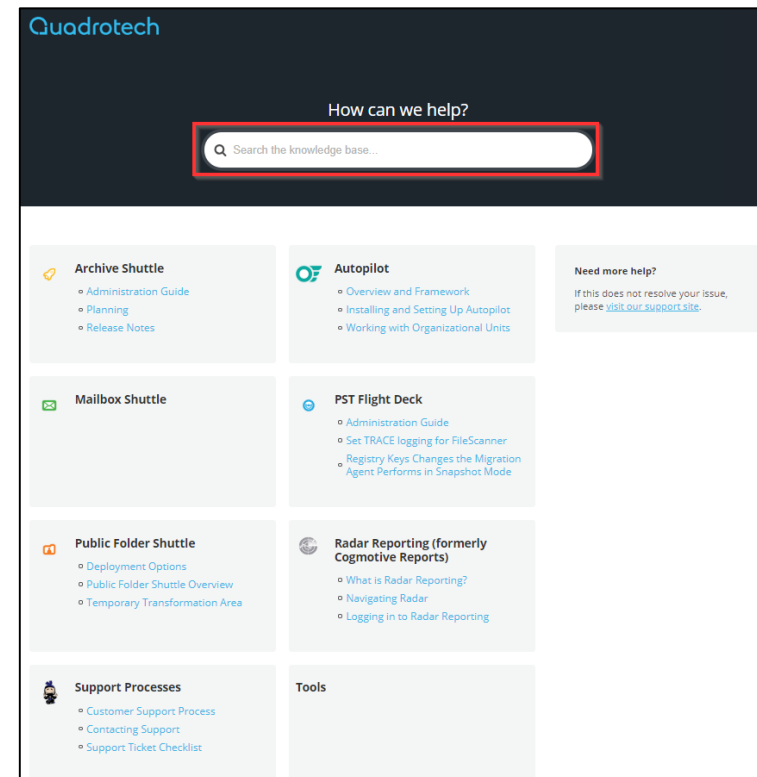
Customer Experience Team

Our incredible Customer Experience Team is the glue between our products and our users. We support the global community, working on the front lines to assist and inspire our customers and partners, as well as behind the scenes to design new products and features that support our users. As a team, we provide our community with an easy, informative, secure, and (dare we say) fun experience. We're revolutionizing customer support: it's our passion!

Sometimes questions or issues arise during the usage of a product or tool. Should this happen, the following process is the best route to take for a speedy resolution.

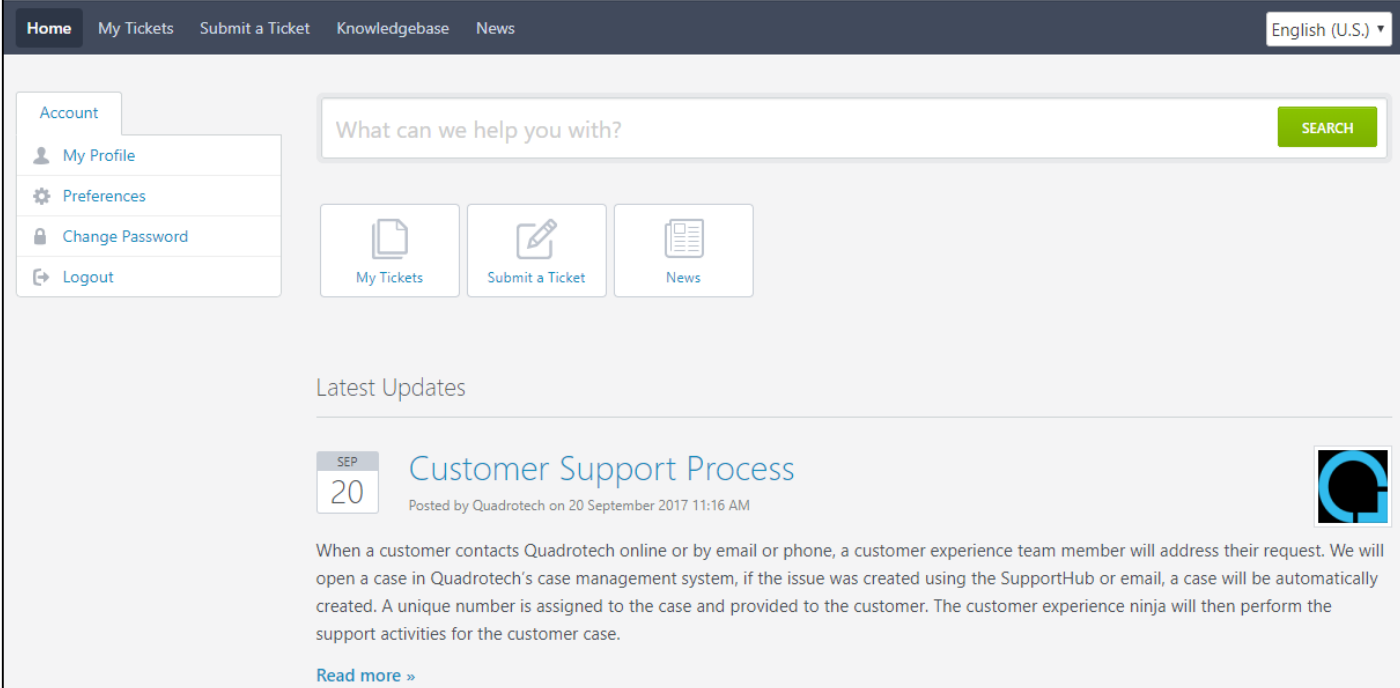
Before you open a support case

- Consider searching for the solution in our knowledgebase: <https://info.quadrotech-it.com/>
- You can search for the keyword.



How to open a case

- Open a support case in one of two ways:
 - Send an email: support@quadrotech-it.com
 - Use the Support Hub: <https://support.quadrotech-it.com>
 - ✓ Register first
 - ✓ Create 1 ticket per issue



The screenshot displays the Quadrotech Support Hub interface. At the top, a navigation bar includes links for Home, My Tickets, Submit a Ticket, Knowledgebase, and News, along with a language selector set to English (U.S.). On the left, an 'Account' menu provides options for My Profile, Preferences, Change Password, and Logout. The main content area features a search bar with the placeholder text 'What can we help you with?' and a green 'SEARCH' button. Below the search bar are three icons: 'My Tickets', 'Submit a Ticket', and 'News'. A 'Latest Updates' section follows, featuring a post titled 'Customer Support Process' dated SEP 20, posted by Quadrotech on 20 September 2017 at 11:16 AM. The post text explains that when a customer contacts Quadrotech, a case is opened in their case management system, and a unique number is assigned to the case. A 'Read more »' link is provided at the bottom of the post.

What makes the difference

- When sending an email to support@quadrotech-it.com:
 - The case is logged with “Low” priority.
 - There is no validation on the case properties. For example, some mandatory fields may be missing (like the version number). Omitting information might cause delays in processing the case.
 - It is worth going to the Support Hub where you can update the case properties and set the case’s priority.

New users

- First time users must register.
- Required information:
 - Full name
 - Email address
 - Password
 - CAPTCHA verification
- Once registered, you receive an activation link via email.

What information is needed

- Required information depends on the product you want to open a case for:

- **Migration products**

- Archive Shuttle
- Mailbox Shuttle
- PST Flight Deck
- Cloud Commander
- Other

- **Reporting, Security, and Management**

- Radar Reporting
- Radar for Security & Audit
- Autopilot
- Other

Migration products

Provide as much of this information as possible when opening a migration product case:

- Subject (Description of the case)
- Type of issue
- Details
 - Product
 - Version
 - Operating System
- Customer name
- Detailed description
 - What do you see and what you expect to see?
- Priority
 - High / Medium / Low
- Files
 - Supporting log files
 - Appropriate screen shots
 - Attachments, limited to 20 Mb (larger files can be sent via FTP)

Reporting, Security, and Management

Provide as much of this information as possible when opening a reporting, security, or management product case:

- Subject (Description of the case)
- Type of issue
- Product name
- Customer name
- Tenant name
- Detailed description
 - What do you see and what you expect to see
 - Name of the affected report
 - Grant access to the support team
 - 5 days (*for faster troubleshooting*)
- Priority
 - High / Medium / Low
- Files
 - Screenshot of the problematic report (including the columns and filter used in the affected report)
 - csv or pdf file of the affected report (for scheduled / exported reports)
 - Attachments, limited to 20 Mb (larger files can be sent via FTP)

Granting access to the support team

You can grant us access by following the steps in our knowledgebase articles:

- If you are a Radar Reporting customer:
 - <https://info.quadrotech-it.com/knowledge-base/granting-access-to-the-support-team/>
- If you are a partner and opening a ticket on behalf of your customer:
 - <https://info.quadrotech-it.com/knowledge-base/granting-access-via-partner-portal-to-the-support-team/>

Assigning priority

- High
 - Major feature/function failure
 - Operations are severely restricted. There is a major disruption to work. There is not an acceptable workaround.
- Medium
 - Minor feature/function failure
 - The program does not operate as designed. There is a minor impact on usage. An acceptable workaround can be deployed.
- Low
 - Minor problem
 - This is assigned to documentation, general information, and enhancement requests.

FTP upload

- If you need to send any files larger than 20 Mb, upload them to our FTP site:
 - Address: <ftp.quadrotech-it.com>
 - Login: upload
 - Password: only4upload

How to escalate a case, if needed

- Email escalations@quadrotech-it.com
 - State the reasons for escalation
 - Indicate phone contact details and available times (and time zones)
 - After some internal review and discussion, a focus team will discuss the next steps.

Thank you

