



# Support Interaction Guide

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# Support Interaction Guide

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## Support Service Level

Jumpmind Production Support Subscriptions provide multiple levels of support from which to choose:

**POC Support** – POC Support Subscriptions allow for detailed evaluation of the Product and Services. POC Support provides a fully functioning version of the Product for a limited time period to complete proof of concept testing in your lower environment with your data. It also provides a basic level of Support Services and a limited number of hours of Consulting Services to help you get started on the right foot.

**Standard Support** – Standard Support Subscriptions equip you with the services needed to resolve technical issues. It includes web-based and email support, issue tracking, self-help forums, product releases, and updates. For Priority 1 issues, Standard Support Subscriptions include a six business-hour maximum initial response time. Standard Support Subscriptions also include bug fix requests, unlimited issue reporting, and version support.

**Enterprise Support** – Enterprise Support Subscriptions give you the level of coverage needed for business-critical applications with the addition of 24x7 phone-based coverage for Priority 1 incidents and 8am–5pm business-hours coverage for Priorities 2 – 4. Enterprise Support Subscriptions include everything from Standard Support along with shorter maximum initial response times.

**Managed Support** – Managed Support Subscriptions allow Jumpmind to become an extension of your internal team. This subscription level includes the highest level of Support Services and adds named Jumpmind resources to handle all of your Consulting and Support Services needs. Managed Support customers are guaranteed availability of their named resource(s) for consulting needs within 1 business day.

Support Service Levels:	POC	Standard	Enterprise	Managed
<b>Software</b>				
Production Deployment	No	Yes	Yes	Yes
Certified Version	Yes	Yes	Yes	Yes
Product Updates	Yes	Yes	Yes	Yes
Fixes Requests	Yes	Yes	Yes	Yes
Version Support	Latest Only	12 months	24 months	36 months
<b>Service Level Agreements</b>				
Support Access*	8am x 5pm	8am x 5pm	24 x 7 for Priority 1 (8 x 5 for Priority 2-4)	24 x 7 for Priority 1 (8 x 5 for Priority 2-4)
Priority 1 Response*	2 days	6 hours	2 hours	2 hours
Priority 2 Response*		1 day	6 hours	6 hours
Priority 3 Response*		2 days	1 day	1 day
Priority 4 Response*		2 days	1 day	1 day
<b>Support Services</b>				
Initial Contact via Phone	No	No	Yes	Yes
Web / Email Support	Yes	Yes	Yes	Yes
Issue Tracking	Yes	Yes	Yes	Yes
Customer Named Contacts	1	2	4	Unlimited
Named Support Representatives	No	No	No	Yes
<b>Consulting Services</b>				
Consulting Hours Included	Yes	No	No	Yes

\* Times are in business days / hours, US Eastern time zone, except in the case of 24x7 Priority 1 issues for Enterprise Support

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## Scope of Coverage

Jumpmind provides Support Services for the following types of requests:

- Installation & Configuration
- Product Usage
- Problem Diagnosis
- Defects/patches/updates/upgrades

The following types of requests are considered Consulting Services and are not included in Support Services. These types of requests should be discussed with the sales team (sales AT jumpmind.com) in order to ensure the appropriate consulting resources can be assigned to help.

- Synchronization / implementation design
- Code/product/application development
- System/network design
- Security policy development/implementation
- Workflow development/implementation

Jumpmind Support provides technical assistance and troubleshooting to ensure the core software operates as designed. We resolve issues, fix defects in the software, and provide updates or patches. Support is not consultative in nature. The following chart shows examples of what is considered Support Services versus Consulting Services.

Support Services	Consulting Services
Requested through support ticket via email to support AT jumpmind.com or the Jumpmind support center web application	Requested to an individual within Jumpmind
Specific questions about product functionality	Assisting the customer in configuring their specific synchronization scenario
Guidance to assist Customer in completing a specific task	Completing the task for the Customer
Questions about best practice's for synchronization performance	Performance Tuning of Customer's synchronization scenario
Bug fixes	Enhancement Requests

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## Priority Levels

When submitting a request to Jumpmind Support, a priority should be assigned to the request. Request priorities are defined as follows:

- **Priority 1 (Urgent)** – An Issue that results in a critical business impact for a Production System; may be assigned to an Issue where customer experiences (i) a complete or substantial loss of service when using a Production System, or (ii) real or perceived data loss or data corruption making an essential part of the Production System unusable, or (iii) the inability to use a mission critical application within a Production System.
- **Priority 2 (High)** – An Issue that results in a high business impact for a Production System or Development System; may be assigned to an Issue where customer experiences (i) the functionality of the software is adversely affected, but can be circumvented, or (ii) certain functions within the software are disabled, but the Software remains operable, or (iii) a complete or substantial loss of service when using a Development System.
- **Priority 3 (Medium)** – An Issue that results in a medium business impact for a Production System or Development System; may be assigned to an Issue where customer experiences (i) partial non-critical functionality loss and the Issue has no significant effect on the usability of the software, or (ii) time-sensitive Issue important to long-term productivity that is not causing an immediate work stoppage.
- **Priority 4 (Low)** – An Issue that results in a minimal business impact for a Production System or Development System; may be assigned to an Issue with no impact to quality, performance, or functionality of the software, or cases of general information requests, such as usage and configuration.

## Contacting Support


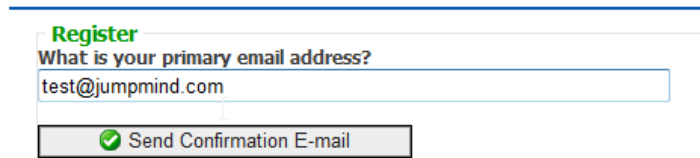
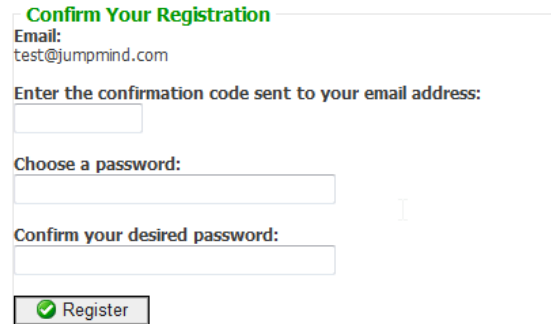
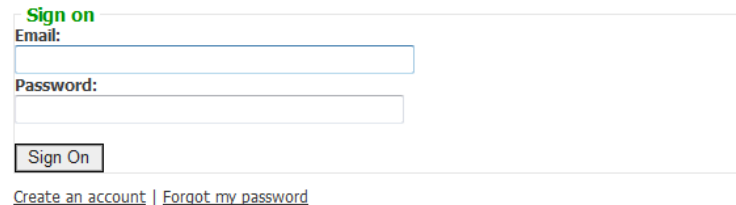
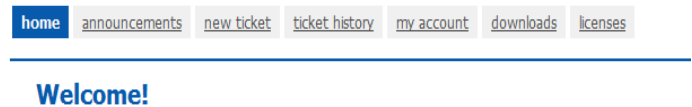
There are several ways to enter a support request. Following the contact methods below helps ensure your request gets to the right support engineer in a timely manner. It also allows us to log, track and monitor your request across support engineers to ensure continuity and quality of support.

- **Email** – Send your support request via email to [support AT jumpmind.com](mailto:support@jumpmind.com). When submitting requests via email, please ensure to include:
  - ✓ **Company** - Your company name, if it's not apparent from your email address
  - ✓ **Priority** – The priority of the support request (Urgent, High, Medium or Low) as described in the Priority Levels section
  - ✓ **Contact Person** with whom we should interact to discuss the request (we'll default to the person who originated the email). **Please remember that requests should come from one of the named contacts for your organization.**
  - ✓ **Description** – A good description of the question, issue, etc.
  - ✓ **Support Snapshot** – Under the “Help” menu, in the “Support” screen there is a button to “Take Snapshot” which will download a support snapshot including pertinent configuration information and log files. Attach this snapshot to the email or support ticket in support center.
  - ✓ **Other Pertinent Information** – Other things that may be helpful in analyzing the request

When sending multiple emails, please be careful to **reply** to one of the emails associated with the same request. Sending a new email will create a new support request, which can cause confusion and slow the response to the request.

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Our support center website provides another mechanism to log and monitor your requests. To log into the support center:

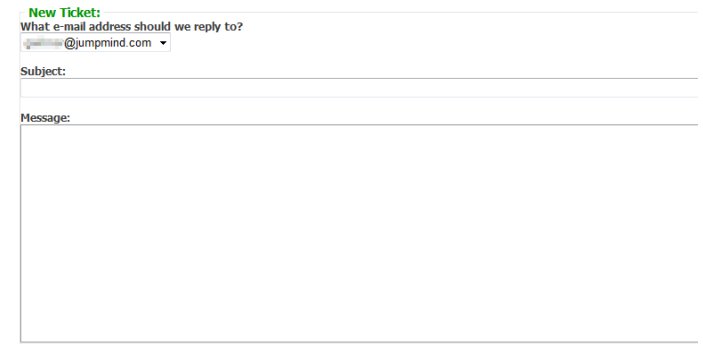
<p>Open a browser window and go to:</p>	<p><a href="https://support.jumpmind.com">https://support.jumpmind.com</a></p>
<p>If you have not yet created an account, click the “Create an account” link</p>	
<p>Enter your email address in the space provided, and click the “Send Confirmation E-mail” button.</p>	
<p>You will receive an email to the address specified that contains a confirmation code to be entered into the support center to confirm your email address.</p>	<p>From: Support Center (support AT jumpmind.com)          Subject: Please confirm your email address          Message Body: Your confirmation code: XXYYZZ</p>
<p>Fill in the confirmation code provided to you by email and select a password.</p>	
<p>Log in to the support center with your id and password.</p>	
<p>From the support center home page, you can create a new ticket. Click on “New Ticket” tab.</p>	

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Enter the information for your ticket. Please include all information including:

- Company
- Priority
- Contact Person
- Description



**New Ticket:**  
What e-mail address should we reply to?  
@jumpmind.com  
Subject:  
Message:

## Monitoring Tickets

Any new messages on your ticket will be emailed to you along with any other recipients on the ticket. You can also monitor ticket history by logging into the support center website.

- **Phone** – Last, but not least, if you are an Enterprise support customer, you may also submit a Priority 1 request by Phone. Our support number is listed below. If you receive our automated attendant, please leave a detailed voice message including company name, priority, contact person, description, and contact information details, and follow up with an email to the support center.

**All Enterprise Priority 1 calls should be initiated by phone.**

- ✓ Phone: 888-942-5867 x5

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## Information To Provide Us

Below are a few helpful hints to get the most out of your interactions with Jumpmind support. Following these simple steps is the best way to get your question answered as quickly as possible.

1. **Provide Context** - With many of our customers, we've worked with them throughout their design process as part of a JumpStart consulting engagement, so we already have some general context and notes about their synchronization scenario. With others, we don't have that context, so jumping into a very specific technical problem can be tough. Providing some context to your data synchronization scenario as part of a support request goes a long way in helping us understand the broader context.
2. **Provide a Support Snapshot** – As discussed above, provide a support snapshot from “Help” – “Support” – “Take Snapshot”
3. **Provide a Complete, Minimal and Verifiable Example** – If you have an issue, help us reproduce it by providing an example that is:
  - a. **Complete** – Provide all parts needed to reproduce the problem, including DDL of tables being synchronized, configuration, and any specific data scenarios. The support snapshot will provide DDL and configuration.
  - b. **Minimal** – Use as little setup and configuration as possible that still reproduces the problem. Make the configuration and table scenario as small as possible while still recreating the scenario. This will limit what we have to look through and allow us to focus on the issue at hand.
  - c. **Verifiable** – Test the configuration you provide to ensure it reproduces the issue.

## Escalating Issues

If at any time, we aren't fulfilling our commitments to your satisfaction, please feel free to escalate the issues to our Vice President of Customer Success, Eric Long (elong at jumpmind dot com) or our President, Joe Corbin (jcorbin at jumpmind dot com). Exceeding customer expectations is core to our values, so let us know how we can help.