



RSI Support Guide Responsive Solutions, Inc.



INTRODUCTION

1.0 Welcome

Welcome to Responsive Solutions Support. Now that your system has been purchased, you can expect to be taken care of by our friendly and knowledgeable support staff.

As you continue to develop your websites and templates as well as item inventory, etc, this team is available to assist you. When you are experiencing any sort of performance issue, the team is available during business hours (as well as a Critical Issue staff which is available during off-hours for Blocker issues) to ensure that your website is available.

As we introduce you to the RESPONSIVE SOLUTIONS support team, we would like you to take a moment to review all of the information in this document. We encourage you to keep this document on hand, and refer to it when necessary. Learning how to properly analyze, test and clearly communicate problems with your site will allow our team to provide you the best and fastest service and will help foster a positive and interactive learning environment.

2.0 Communicating With RESPONSIVE SOLUTIONS Support

When you cannot resolve your issue on your own, it may be time to contact support. You have four standard ways of contacting our support team:

1. Our Customer Portal, where you will enter in a ticket which goes out to the entire support team.
2. The support email address: support@responsivesolutions.net
3. Your personal rep or supporter's email address.
4. The customer support line.

2.1 Customer Portal – [Tickets]

The Support Portal is our online issue management system. You are provided access to this website after your first RESPONSIVE SOLUTIONS Customer Portal training session, and you will be assigned a username and password. Once logged in, you are able to submit new issues and receive updates on resolutions. In most situations, the Customer Portal is the preferred mode of communication we encourage for the majority of your Customer Plus issues. There is also advantage to having your issue already logged into the system in terms of TTF (time-to-fix).

You should use the highest priority levels sparingly. RESPONSIVE SOLUTIONS Support uses these to indicate issues of significant production impact or application stop only.

If a problem occurs, particularly one affecting your site performance, you will need to call the support number. When a large problem has occurred, it is likely that support is already aware of it and diligently working on a resolution. In this case, we can give you an easy update and then

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get right back to the process of solving your important issue. During some events, make sure to keep up to date on your email. We may send important information regarding your service and potential issues, planned outages or upgrades (pushes).

2.2 Email

Supporters monitor their email all day and use it as a core mechanism for issue management. This means that by sending off an email, it will eventually get picked up by a team member during the course of that day. Do not be afraid to shoot a second notice if you would like particular attention called to an email. You can also mark it as High priority or write URGENT in the subject line. Please only use these emergency tactics if absolutely necessary. Sometimes, like with all software companies, there are times that our entire staff is busy; please feel free to check in with us regarding our progress, but consider that our friendly staff may be busy resolving major issues for other customers. On some days, this customer may very well be you.

2.3 The Support Line

The support line is available to you during business hours. This line is mostly reserved for emergencies, such as an Application stop or a Critical Blocker issue. When you call this line, on most occasions, you will have immediate access to a support team member, who will attempt to solve your issue over the phone call. If more work is needed, he or she will likely work independently and call you when more information is discovered to as to maximize efficiency.

The Support Team is also available for non-critical issues by the phone and will be happy to assist you, but please consider that there may be additional support charges or fees. For Critical issues or significant production impact or application stop issues, there is obviously no charge.

Additional services rendered After-Hours are billed at a 150% mark-up from your regular rate. These services are also based upon the particular talents of the supporter you may be able to contact and can be processed at their discretion. All support calls are also currently logged into our internal Trac system for your convenience. If you do not receive this Trac number, please ask for it. When you have it, write it down and reference it when you next call in for the fastest service.

After you have called in with an issue, you should expect to receive communication from the support team shortly later.

2.4 Communicating Effectively with your Support Representative

Issue Types

The majority of incoming issues are categorized into one of the follow three types:



2.4.1 Questions – Issues determined to be operational in nature are handled completely by the Support staff. Technical Support personnel work directly with customers until the question is answered. The outcome of a question issue may be immediate resolution and closure of the issue. Responsive Solutions is very reasonable and simple questions do not warrant a charge and sometimes even identify a need for customer training. In these cases, Support assists the customer in arranging appropriate training or refresher sessions.

2.4.2 Defect Reports – If a defect is discovered, Support works with the customer to reproduce the issue. This is important so Support can demonstrate the defect for a Development team. In most cases, once reproduced, finding the root cause of the problem and fixing it becomes a lot easier.

2.4.3 Enhancement Requests –

Enhancement requests fall into two categories.

2.4.3.1 An enhancement request which a customer is willing to pay for in order to obtain a working project and approval

2.4.3.2 An enhancement request that goes into the queue with all other enhancement requests.

When a customer issue is determined to be a request for functionality that is not part of the product, the issue type is changed to Enhancement Request and assigned to Product Management for consideration. This input is critical to our product development efforts and we thank you for your feedback. You can help us make your product better for you and your customers.

We track all enhancement requests in the ticketing system and weigh the decision to include the request in future releases based on many factors, including the number of similar requests received from our customers, market research, and potential impact on other customers.

By following some simple guidelines we all work together to ensure the best possible reaction to your issue as well as guarantee that important problems are dealt with in a timely manner.

1. Make sure you understand the problem and can identify the issue quickly.
2. Check with others if possible to see if they see the same issue.
3. Make sure you are appropriately defining the importance level of your issue.
4. Gather all necessary files and details



5. Make sure that you are up to date on any changes that your department has made to either the website, your templates, or your items. Once you are ready to contact support, you should provide some vital information that will assist the support representative in answering your issue quickly. Remember that the support representative will go through the same steps you used to confirm your problem, so the more information you can give provide, the easier it will be to resolve the issue. Some useful pieces of information are as follows:

For those creating new sites, you will end up having multiple customers. This means that there will be future setup issues and concepts. All new site setups are done by RSI Support after you fill out the New Customer Portal document. After the initial setup however, all work and consultation is billable according to your hourly support rates.

2.5 Description of Issue

Describe the issue completely, including all details you feel are necessary. Make sure that you include the location (URL) of the page(s) you are testing, and also any files you are using, whether they are test files you have created or they are your actual templates. If you are emailing, attach them to the email. If you are hosting independently of RESPONSIVE SOLUTIONS, include files if you would like support to examine your work.

Here are some questions to ask as you describe the issue: Have you recently made any template changes? Did you recently change any code or settings? Are you the only one working on your specific problem at your company?

2.5.1 Exact Steps to reproduce

List the exact steps you wrote down earlier that you followed to first create and then recreate the issue. Remember, the support representative will follow that set of steps exactly, so make sure they are complete. The best way to test this is to follow them yourself, exactly as you have written them, and fill in any blanks you find.

2.5.2 Expected Results

Describe what you expect to see as results for the page. Be as precise as possible. Otherwise our only tool is guessing and the more we remove the speculation factor, the more precise we become.

If you only expect certain results to appear, name the results that should show up. Describe any information that is necessary to confirm that RESPONSIVE SOLUTIONS is not producing the results you expect.

2.5.3 Observed Results

Describe what is actually showing on the page. Be precise again, making sure to note, if results are appearing, why those results are incorrect. This can save time, because a support representative may see results but not immediately understand them.



2.5 Receiving Responses

The support representative that answered your issue has taken ownership of your issue. When you contact support again, make sure to ask for the representative that was assisting you for a certain issue. This representative is the person who will guide you through the process of solving your issue, and, if necessary, will communicate with Product Management or Development and provide that information to you.

3.0 Rating Issues When They Arise

As you are working with RESPONSIVE SOLUTIONS Customer Plus software in the months and years ahead, you are bound to run into questions and situations where you will need our Support Team to guide you. We would like to offer you this set of guidelines so that when you encounter a problem, you can properly classify the Level of the issue so we take appropriate action.

[3] COSMETIC / LOW to MEDIUM IMPACT

The issue is cosmetic in nature or perhaps something that might require some rewording or enhancement suggestion for down the road. These issues are taken seriously, but categorized behind the more important items. They typically range between a minor irritant to a possible flaw in logic and do not effect normal processing of the Software Application System. Sometimes the Software Application System can operate for an indefinite amount of time without serious impact on the User Site, but with MEDIUM #3s, the issue should be addressed in the very near future.

PROCESS:

The process for these issues is to simply submit a ticket into our Customer Portal using your customer login. Please make them accordingly in the ticket submission as a Low priority. Again, this does not suggest that they will not be taken seriously, but give us a logical pecking order when it comes to your issues and what matters most to you and your customers.

[2] PRODUCTION IMPACT / HIGH to CRITICAL

The issue is a relatively high issue, affecting a number of accounts, vendors, and situations. While sometimes there may be workarounds available, keeping this from being a production stop, it still warrants high attention and is placed above all low to medium issues immediately.

As a subset of this level of issue, please label your issue either via ticket submission or your email as to the nature of this problem: Is it customer-facing or internal? Customer-Facing Issues will always take higher precedent over the internal issues unless otherwise noted by your team.



PROCESS:

At this point, the process changes. First, we do ask that you submit a ticket. Next we ask that you send off an email to support@responsivesolutions.net and notify the Support Team of this problem. This will notify the team that an important problem has arisen and needs attention as soon as possible. It is not enough to simply enter a ticket – we want to be notified on these issues as soon as possible in order for us to properly shift and utilize resources to fix the issue.

[1] APPLICATION STOP / BLOCKER

The issue is preventing completion of critical processing and getting the product out. The nature of the issue causes widespread impact in the production environment

PROCESS:

Ring the bells. These items are taken very seriously and warrant an immediate call to our staff. Just as well, it is very important that you still submit a ticket, so we have all of the details on screen and in a forum which we can use to manage the issue.

As a form of escalation on these issues, please also submit an email to the following addresses:

jlevy@responsivesolutions.net
bdonushi@responsivesolutions.com
eford@responsivesolutions.com

After the initial call, a staff member may ask if you would like to do a GoToMeeting. This can allow us to see your screen and properly assess the problem at hand. In the unlikely event that you do not reach someone on the phone, please submit an email with the words: URGENT in the subject line. If you do not receive a response in a 15 minute time period, we ask that you please call again and fire off another email. When problems occur we are a team and through team effort we get items solved and prevented so we can focus on your growth needs.

After reviewing your issue with you, the Support Team will assign a Type to it based upon our internal process. Please remember that what you consider a critical issue or high issue may not be considered critical under these definitions. For instance, Support defines critical issues as significant production impact or application stops only. Examples of these issues may include: a website is down, the InDesign server is having issues, proofs are not working correctly or there are shopping cart issues. Although a support representative will always take your issue seriously, different types of issues are treated with a different priority level.

4.0 Dealing with Issues

The goal of this section is to teach you some troubleshooting and testing techniques that our support team will employ. This will not only increase your confidence in your RESPONSIVE SOLUTIONS skills, but it will help our team solve your issues faster. Once again, we do consider this to be a team effort. Help us help you!

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Please also understand that we work in a highly active, sometimes very fast-paced environment. When issues are brought to our attention, team members must be properly shifted from their current fast-paced important task over to the new task in a streamlined way that makes sense and does not make your issue suffer as a result of another issue. We ask that you follow this document as much as possible in order to facilitate the needs of both of our teams and organizations and it is our strong belief that we will enjoy achieving success together.

4.1 Testing Techniques

It is a good idea to thoroughly understand your issue prior to contacting Technical Support, and this is best achieved by following this procedure to research and diagnose your issue. These steps include checking the documentation, duplicating the error, checking your CSS code if necessary or item configuration as well as taking some screen shots where necessary. The Team likes to have all relative links, URLS (Site Name & Number), and item numbers as well. There are multiple customers and while we value and support the growth of your business, sometimes it can be a challenge to keep up with all of the various websites and configurations that our customers develop. By simply supplying that information, we can move forward faster and more efficiently.

4.1.1 Documentation

Prior to contacting support, you should always check the documentation on the Customer Portal. If for some reason you do not have or have lost your customer portal login, please email support@responsivesolutions.net and they will provide you with one. We have a friendly staff that is also always willing to simply email out the documentation if you would like. This documentation is sometimes updated relatively frequently and may have the answer to your questions. Remember, the RESPONSIVE SOLUTIONS Customer Portal, available through the link on www.responsivesolutions.net is very resourceful and should now be in your saved bookmarks. If it is not, please take a moment to do this now.

Support will always have the newest version of the documentation. If your documentation is older than 6 months, you might want to check the support site or a customer representative to ensure you have the current version. The support site is a fluid part of the support process and as technology continues to change, we may offer items such as Support Videos, Helpful Tips, and even posts and forums where customers can interact. It is best to keep in the loop and be aware of the Support Documentation and Support Portal in order to get the most out of your software.

4.1.2 Error Duplication

When you experience an issue with the website, such as an error with the User Interface, or item management producing unexpected results, you should attempt to duplicate the error. Try to reproduce the situation exactly, document it and be prepared to tell us exactly how we can



reproduce the problem. Please understand that if the error can be easily duplicated by our Support Team, they will have the best information to get the issue on the top of the Development queue.

4.1.3 CSS ISSUES Any CSS code should be tested for errors several times. The way that RESPONSIVE SOLUTIONS handles a bad command or poorly written CSS can be unique. This may be deceptive, especially if you are expecting results, and lead you to misdiagnose the problem. Here are some steps you should take to diagnose your code.

Isolate And Simplify CSS Code: Isolate the actions that are causing the issue. We do have some global settings and styles which may have an impact and it's best to reduce the problem down to its core. This way we can concentrate on fixing the single problem. Typically CSS issues are issues that will be Medium to High in nature depending on your Go Live date with your customer. Please try to give the Support Team the courtesy of not only announcing Go Live dates, but giving the team plenty of time to assist. Consider that CSS work, last minute help for Go Live events, and template work is often billable work based upon your support rates.

**** REMEMBER:** CSS coding is outside the scope of RSI Support and will result in hourly billable support charges if a CSS issue is submitted and it turns out to be a CSS coding problem and not a *system* problem.

4.1.4 Check your Templates: RESPONSIVE SOLUTIONS allows InDesign to do what it does best. We try to allow for the largest level of changes, variable data, artwork and so on within our system. Most of the time, this means that we allow InDesign to do some of the heavy lifting. This means that what you place on your template is vital to your success. If you are having a problem with a template, please check our example templates or take the time to reduce the core problem to its simplest form. There are often a lot of things going on in a template; try to reduce the complications, and then add one variable or attribute at a time. This will help you isolate the problem.

**** REMEMBER:** Template checking and design is outside the scope of RSI Support and will result in hourly billable support charges if a template issue is submitted and it turns out to be a template setup issue and not a *system* problem.

Check the Documentation & the Basics

InDesign will allow you to do a lot of things which can affect the outcome of your PDF output. Please carefully consider all customer design possibilities when designing your templates. Don't be afraid to test different aspects of InDesign and how they interface with our system in order to get comfortable using the documentation as a guide. We offer a comprehensive template guide as well – please download or request a copy and take the time to go through the documentation. This will help you greatly in the future.



5.0 Communications From RESPONSIVE SOLUTIONS Support RESPONSIVE SOLUTIONS Support will also be contacting you occasionally to let you know about new developments with the software, to inform you of issues, to provide helpful tips, or to check on your outstanding issues and your satisfaction with our product.

5.1 Notification Emails

You will periodically receive emails from support providing information that pertains to your websites or to the product. Topics may range from a new release, IP changes, or updates to the software or the manuals. These emails are for your information, to keep you informed about your website and your product.

We hope this guide was helpful to you and encourage you to keep it nearby in the future. Some items are subject to change. Please contact a support representative for the newest version in this & other documentation. And of course, we thank you dearly for joining the Responsive Solutions family! Best of luck to you and your business!