A person wearing a grey blazer is shown from the chest down. They are holding a white smartphone in their right hand and a black coffee cup with a brown sleeve in their left hand. The background is blurred, suggesting an outdoor setting.

This document replaces our previous Customer Service Support Guide and Technical Support policies

MAPP DIGITAL **TECHNICAL** **SUPPORT MANUAL** AND OPERATIONAL PROCEDURES

This document presents how Mapp Digital customers interact and engage Technical Support services. Inside this document, you will find key details such as the Service Level Agreements, along with how to contact Mapp Technical Support

Table of Contents

Who We Are	3
When To Engage Technical Support	4
Raising A Case With Technical Support	5
Customer Portal	5
Our Recommendations When Raising A Case	5
Support Hotline	6
Leaving A Voicemail	6
What You Can Expect Next.....	7
Initial Response.....	7
Investigation.....	7
Solution.....	7
Service Level Agreement	8
Priority 1.....	8
Response Time.....	8
Updates After The Initial Response.....	8
Downgrading A P1 Case.....	8
Service Level Agreement	9
Priority 2.....	9
Response Time.....	9
Updates After The Initial Response.....	9
Priority 3.....	9
Response Time.....	9
Updates After The Initial Response.....	9
Using The Customer Portal	10
Support Portal Accounts.....	10
First Connection To The Customer Portal.....	10
Logging In, Creating & Viewing A Case	11
Logging In To The Customer Portal.....	11
Support Portal Main Page	11
Top Menu	11
Centre Menu	11
My Open Cases	11
Creating A New Ticket.....	12
Viewing A Case.....	13
Pre-Defined Filters	13
Search Bar	13
Resolution And Closure.....	14
Close.....	14
Resolution.....	14
Mapp Technical Support Contact Guide	15
Sla Response Times.....	15
Choosing A Priority.....	15
Recommended Contact Method.....	15
Support Portal Access	15
Technical Support Hotlines.....	15

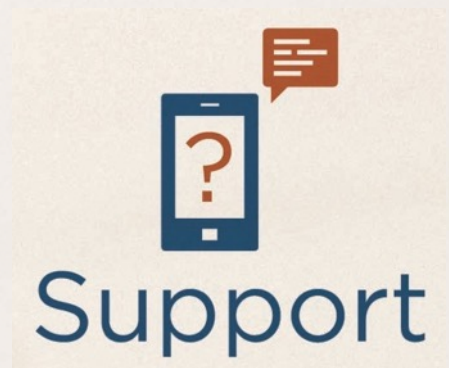


Who we are

Mapp Technical Support is an international customer facing team who specialise in solving technical questions and incidents relating to the use of Mapp products. Requests for support are accepted via any of our global telephone support lines, our technical support portal or your Account Manager.

Mapp Technical Support is available 24/7 on any of our support hotlines for urgent requests and through our online support portal during business hours.

Mapp Technical Support teams are based in our San Diego, London, Munich, Paris and Perth, providing localised support in English, German, French and Spanish.



When to engage Technical Support

Our team is responsible for assisting you with technical questions, incident management and general use of Mapp products.

Mapp is working as one for you, and requests that fall outside of Technical Support's mission, will be transferred to the appropriate Mapp team member for prompt handling.

Technical Support services include:

- Front line support when you call our hotline or submit tickets to the customer support portal
- Research, troubleshooting and resolution of raised tickets
- Assisting you with product capability knowledge and general product questions

RAISING A **CASE** WITH TECHNICAL SUPPORT

Mapp Technical Support allows the creation of support cases via an online Customer Portal or via phone for urgent requests that need immediate service

Customer Portal

The Mapp Technical Support portal is available 24/7 and allows customers to raise tickets by logging into their online account and filling in a simple form.

The ticket will be handled by the Technical Support team, and you will be able to follow the evolution and resolution of your ticket, and you will have the capability of updating, adding attachments and closing a ticket directly through the portal.

The portal is available at

<https://support.mapp.com>

Your portal account is pre-created by Mapp automatically, or upon request to your Account Representative.

Further details on how to connect and raise tickets within the support portal are explained in the section **Using the Customer Portal** below.

Our recommendations when raising a case

When raising a ticket through the support portal, it is important to provide enough information for the Technical Support team to investigate rapidly.

We recommend that when raising a ticket, you describe the following 5 points:

The intent: What you were attempting to do

- **The reproduction:** The steps you went through in the tool until you encountered a problem
- **Actual behaviour:** What happened when the error occurred, what error was displayed?
- **Expected behaviour:** What you were expecting to happen
- **Supporting information:** Are you aware of any changes or other issues that may be related to the behaviour you are seeing?

With these points, we can accurately understand and reproduce the problem you are encountering and accelerate the handling of your technical support ticket.

All tickets will be documented and will be visible through the support portal.



Support Hotline

The Technical Support Hotline numbers are noted in the Mapp Technical Support Contact Guide included in this document.

Mapp provides worldwide 24/7 support. Customers with Priority 1 tickets should call for expedited support.

French and German language support is available 09:00 – 18:00 CET. Spanish language support is available 10 AM – 7 PM Eastern USA time. These times exclude weekends and public holidays.

English language support is available 24/7.

When the hotline is called, your call will be routed to the first available front-line Technical Support analyst. If all our analysts are busy, the caller will be requested to leave a message.

If a message is left, the Technical Support team will be notified of this message and will respond as soon as possible.

Other tickets with lower priority can be raised over the hotline, and if an immediate resolution is not possible, the analyst will create a ticket on your behalf that will be resolved in accordance with our SLA's described later in this document.

Leaving a voicemail

If you leave a voicemail message for Mapp Technical Support, we recommend that you provide the following information:

- Customer and company name
- Phone number and / or email address
- Product or system impacted
- Brief description of the problem

WHAT YOU **CAN** **EXPECT** NEXT

Initial Response

Once an analyst is assigned to your ticket, you will be informed that your ticket is under investigation. The analyst may also inform you at this point of any extra information we need to quickly resolve your request.

Investigation

After the Technical Support team has made an initial review of your request, they will either provide directly the recommended solution, or if extra research is needed, the analyst will coordinate with the appropriate Mapp teams. In some cases, extra information will be requested of you.

Updates will be made to your ticket at minimum daily unless otherwise agreed upon.

Solution

Once a solution has been identified, the analyst will update your ticket and request that you review and accept the solution. Once you accept the solution, the ticket will close.

If you find that the proposed solution does not solve your request, or you reject the solution for another reason, the ticket will be re-opened, and an analyst will be in contact with you.

SERVICE **LEVEL** AGREEMENT

Priority	Initial Response
Priority 1	2 hours
Priority 2	1 business day
Priority 3	2 business days

Priority 1

Priority 1 (or P1) tickets are incidents that prohibit material use of your system, causing severe revenue or resource impact, or there is a system wide performance degradation making your systems unusable.

RESPONSE TIME

P1 tickets have an initial response within 2 hours. It is recommended when submitting a P1 ticket within non-business hours, that you call a Mapp hotline, and speak with an analyst. If a voicemail is left, this will trigger emergency alerting.

UPDATES AFTER THE INITIAL RESPONSE

Updates will be provided every hour until solution is found or the ticket is downgraded to a lower priority, unless a different time is agreed upon.

For customers with contractual account access restrictions (*EU and Germany*), P1 tickets will be suspended at the end of regular business hours. For customers allowing global access, your ticket will be handed to a new agent until resolution is confirmed.

The **Service Level Agreement** (or *SLA*) defines what you should expect in terms of **response time** and **case handling** standards

DOWNGRADING A P1 CASE

A P1 ticket may be downgraded to a lower priority by Mapp Technical Support.

Mapp Technical Support may downgrade a ticket to a lower priority level, for example:

- If customer requests a downgrade
- When there is not a severe revenue, resource or performance impact rendering your systems unusable
- Non-response from ticket submitter
- Requests for Root Cause Analysis for a non-current problem

SERVICE **LEVEL** AGREEMENT

Priority	Initial Response
Priority 1	2 hours
Priority 2	1 business day
Priority 3	2 business days

Priority 2

A P2 ticket is a problem that causes a significant impact to the business; however, operations can continue in a degraded fashion. The issue is causing significant impact to portions of the customer's normal business operations and productivity. Either a workaround is not available or the one that is available is not a reasonable resolution.

We recommend that P2 tickets be raised via the support portal.

RESPONSE TIME

P2 tickets have an initial response in under 1 business day.

UPDATES AFTER THE INITIAL RESPONSE

Updates will be provided daily until solution is found unless a different time is agreed upon.

Priority 3

A P3 ticket is an issue that negligibly impacts the customer's ability to do business, it is an issue in the Software where the customer is experiencing functional or usability restrictions that are either not critical to the business or possess a reasonable workaround, the customer has an issue with documentation or a question associated with product usage or any other inquiry.

We recommend that P3 tickets be raised via the support portal.

RESPONSE TIME

P3 tickets have an initial response in under 2 business days.

UPDATES AFTER THE INITIAL RESPONSE

Updates will be provided daily until solution is found unless a different time is agreed upon.

USING THE CUSTOMER PORTAL

Support Portal Accounts

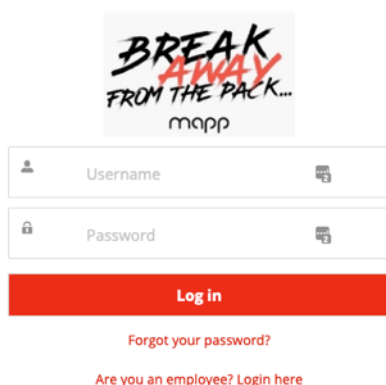
Your portal account is pre-created by Mapp automatically, or upon request to your Account Representative.

First connection to the Customer Portal

You can access the Customer Portal at <https://support.mapp.com>.

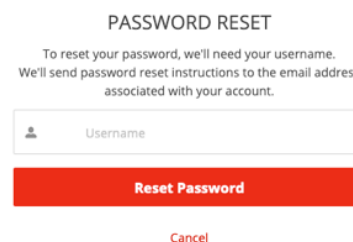
Upon your first connection to the support portal, you must reset your password for your account:

- 1 At the login page, click on the “Forgot your password” link



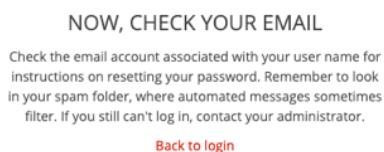
The login page features a header with the text "BREAK AWAY FROM THE PACK... mapp". Below this is a form with two input fields: "Username" and "Password", each with a small icon to its right. A red "Log in" button is positioned below the fields. At the bottom, there are two links: "Forgot your password?" and "Are you an employee? Login here".

- 2 You will be prompted to enter your email address corresponding to your Customer Portal account



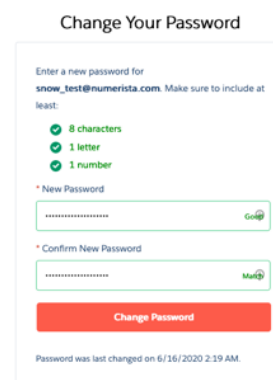
The "PASSWORD RESET" page has a heading "PASSWORD RESET" and a sub-heading "To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account." Below this is a form with a "Username" input field and a red "Reset Password" button. A "Cancel" link is located below the button.

- 3 Enter your email address and click the “Reset Password” button. This will send you a confirmation email to validate your mail address:



The "NOW, CHECK YOUR EMAIL" page has a heading "NOW, CHECK YOUR EMAIL" and a sub-heading "Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator." Below this is a "Back to login" link.

- 4 Once you receive the email, you will need to click on the confirmation link that will take you to the Customer Portal where you will be requested to enter a new password.



The "Change Your Password" page has a heading "Change Your Password" and a sub-heading "Enter a new password for snow_test@numerista.com. Make sure to include at least: 8 characters, 1 letter, 1 number". Below this are two input fields: "New Password" and "Confirm New Password", each with a "Go" button. A red "Change Password" button is at the bottom. A footer note states "Password was last changed on 6/16/2020 2:19 AM."

Once you click on the “Change Password” button you will be taken directly to the Customer Portal main page.

LOGGING IN, **CREATING** & VIEWING A CASE

Logging in to the Customer Portal

The address of the Support Portal is
<https://support.mapp.com>

If this is your first login, you will need to renew your password as described in the previous section.

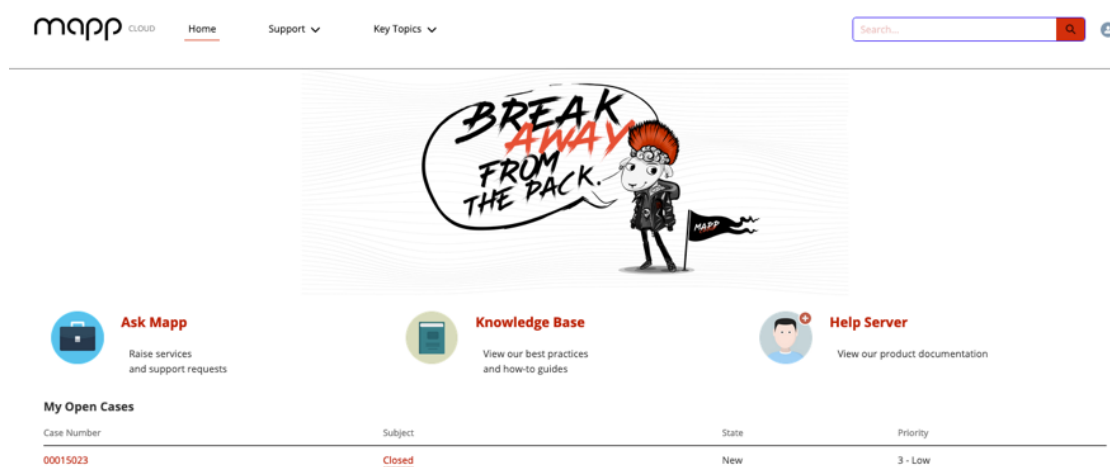
Once you are logged in, you will see the main menu allowing you to create and view cases.



The login form features a header with the text "BREAK AWAY FROM THE PACK... mapp". Below this are two input fields: "Username" and "Password", each with a user icon on the right. A red "Log in" button is positioned below the password field. At the bottom, there are two links: "Forgot your password?" and "Are you an employee? Login here".

Support Portal Main Page

The main page allows you to directly see your currently open cases, raise new cases and access other Mapp support resources.



TOP MENU

The top menu bar provides

- Link back to the **main page**
- **"Support"** menu, containing links to
 - Create case form
 - My cases list
 - All open cases
 - Closed tickets
- **"Key topics"** linking to online help

CENTRE MENU

The centre menu provides 3 main shortcuts

- **Ask Mapp**: Direct access to the new case form
- Direct link to the **Knowledge Base**
- **Help Server**: Link to our online help

MY OPEN CASES

A quick review list of the last 10 currently open cases

Creating a new ticket

Click on the “Ask Mapp” link or select from the top menu “Support” > “Create Case”. This will display the case creation form that you will need to fill in.

- **Account name:** Is pre-selected and cannot be changed. It's the name of your organisation.
- **Asset:** Click in the Asset field to select the Mapp product instance that is concerned by your request.
- **Watch list:** You can select from a colleague from the list who are already created on the Customer Portal who will be notified by email of actions that are carried out on your new case.
- **Watch List Email:** If you want to add extra contacts to your ticket who will be notified about actions on your case but who are not created as contacts in the portal, you can add direct email addresses, each address separated by a comma.
- **Case type:** There are four case types to select, corresponding to the type of request you have:
 - Service Request: You want to to ask Mapp to do specific work on your product instance
 - Technical Issue: You have a problem using your Mapp product
 - Deliverability Support: You have identified issues linked to message delivery, for example blocks and bounces
 - Question: Anything else
- **Priority:** Select the priority of your request, as defined in the previous “Service Level Agreement” section of this document.
- **Subject:** A brief description of the question you want to raise with Mapp
- **Description:** A complete description of your question allowing Mapp to work on your request. When raising a case, we recommend that you provide the following elements to ensure that we have a clear overview of your request:
 - **The intent:** What you want to achieve
 - **The reproduction:** What did you to?
 - **Actual behaviour:** What happened?
 - **Expected behaviour:** What you expected to happen.
- **Attachments:** You are able to add attachments and other supporting documents, but only once your case is created.

Once you have filled out the form, press the “Submit” button, your case will be created and you will be taken to your new case, where you can add extra information, attachments and review your exchanges with Mapp.

The screenshot shows the 'Create Case' form with the following fields and options:

- Create Case** (Header)
- * Account Name:** A dropdown menu showing 'Mapp Technical Support' with a close button (X).
- * Asset:** A search bar with a magnifying glass icon and the placeholder text 'search..'. Below it is a 'Watch List' section with another search bar.
- Watch List Email (For Multiple Email Use Comma ',' Separated):** A text input field.
- * Case Type:** A dropdown menu showing 'Select Type...' with up and down arrows.
- Priority:** A dropdown menu showing '3 - Low' with up and down arrows.
- * Subject:** A text input field.
- * Description:** A large text area with the placeholder text 'type here...'. Below the text area is a blue box with the text 'Attachments to be added to next page.' and a 'Submit' button.

Viewing a case

You can view cases either via the list of the last 10 cases opened directly from the main page, or you can use one of the three filters in the Support menu or search for a case by number:

PRE-DEFINED FILTERS

- **Active Cases:** This will show a list of all active cases that are created for your customer account, irrespective of who raised them from your organisation.
- **My Cases:** Shows a list of cases raised by the currently connected Customer Portal User
- **Closed Cases:** Shows the list of most recently closed cases

SEARCH BAR


At the top right of the page, you have a search bar.



If you have your case number to hand, you can enter this number and search for it directly, whatever its current status.

My Portal Cases						
	Case Number ↑	Raised By	Subject	Priority	Date/Time Opened	Assign To
1	00015020	Vlad Test FR	Sub	Low	19/06/2020 23:22	Mapp CRM
2	00015023	Vlad Test FR	Closed	Low	19/06/2020 23:56	Mapp CRM

Once you have identified the case you want to view, click on the case number to display the details

 Case test in prod

Close Case

Case Details

Case Information

Assigned To: Vladimir Breahna

Case Number: 00015031

Account: Mapp Technical Support

Channel: Portal

Asset: Support DMC

Raised By: Vlad Test FR

Priority: 3 - Low

Type: Service Request

State: New

Case Additional Information

Subject: test in prod

Description: test

WatchList Contact

WATCHLIST CONTACT

Vlad Test EN

WatchList Email

WATCHLIST EMAIL


snow_snfc@numerista.com

Post

Share an update...

Share

Sort by:

 Vladimir Breahna (Employee) updated this record. Yesterday at 10:45

Assigned To Mapp CRM to Vladimir Breahna

- **Case information**

This section presents the current status of the ticket, along with assignment details and priority, as entered in the case creation form, and also includes to whom the case is currently assigned to at Mapp

- **Case Additional Information**

Contains the case subject and description

- **Watch List Contact**

Displays the case watchers

- **Share An Update**

Clicking in “Share an update” opens the case comment window, and will allow you to enter information and attachments and share them with Mapp. You can use rich text formatting, and add images and screenshots directly into your comment, and add extra files to your case.

- **Comments**

Any comments you enter along with the responses and requests for further information from Mapp will be displayed below the share an update window, informing you of the current status of your request.

Resolution and Closure

CLOSE

Up until Mapp provides a solution to your request, a “Close” button is displayed at the top left of your case:

A red rectangular button with the text "Close Case" in white.

By clicking this button, you can directly close your case, for example if you find an answer to an open question through the help documentation after opening a case.

You will be asked to enter a reason for the closure, after validation, your case will be closed.

RESOLUTION

Once Mapp resolves your case, its status will change to Resolved, and an “Accept/Reject” solution will display in your case in place of the Close button:

A red rectangular button with the text "Resolution Accept / Reject" in white.

Clicking here, you have three options:

- **Accept the solution:**
Once accepted, the case will be closed
- **Reject the solution:**
You must enter the reasons of your rejection, and on validation, the case will go back to a “Working” status, and Mapp will review and work to resolve your rejection comments.
- **Do nothing:**
The case will self-close with an accepted resolution after 3 working days of the solution being proposed.

Please note that once a case is closed, there is no way of re-opening it, and you will be required to open a new case if you require further assistance after case closure.

MAPP TECHNICAL SUPPORT CONTACT GUIDE

SLA RESPONSE TIMES

If a case changes priority, the applied SLA will change accordingly.

For customers with contractual account access restrictions (EU customers), P1 tickets will be suspended at the end of regular business hours.

Priority	Initial Response
Priority 1	2 hours
Priority 2	1 business day
Priority 3	2 business days

CHOOSING A PRIORITY

When in doubt, please raise a case as Priority 2.

PROBLEM IMPACT	PRIORITY
Product unavailable or unusable, no workaround possible, severe revenue or resource impact	Priority 1
Significant impact to the business; however, operations can continue in a degraded fashion	Priority 2
Negligible impact to do business, problems affecting non-critical product features, or a reasonable workaround exists, or ticket is a general question, or for non-technical assistance about a working system	Priority 3

RECOMMENDED CONTACT METHOD

When in doubt, call the hotline.

INCIDENT PRIORITY	RECOMMENDED METHOD OF CONTACT
Priority 1	Call the hotline
Priority 2	Raise a case on the support portal
Priority 3	Raise a case on the support portal

SUPPORT PORTAL ACCESS

URL: <https://support.mapp.com>

TECHNICAL SUPPORT HOTLINES

		LANGUAGES	
COUNTRY	PHONE NUMBER	DURING OFFICE HOURS	AFTER HOURS
United States	+1 866 464 1688	English	English
Australia	+61 (0) 872 280 985	English	English
France	+33 (0) 9 7518 7809	French / English	English
Germany	+49 (0) 89 12 089 344	German / English	English
United Kingdom	+44 (0) 1493 202 247	English	English



3655 Nobel Drive Suite 500, San Diego, CA 92122, United States. mapp.com

The Mapp logo is a registered trademark of Mapp Corporation and/or its affiliates in the U.S. and worldwide. Mapp continually improves products as new technologies and components become available. Mapp, therefore, reserves the right to change specifications without prior notice. All features, functions, and operations described herein may not be marketed in all parts of the world. Consult your Mapp representative or mapp.com for more information.

Copyright © 2020 by Mapp Corporation All Rights Reserved. Produced in France