



Open Social

Support Service Policy

Enterprise

Version

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Date

2019

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Revision History

Status: in use

Date	Contact	Revisions
23 Aug	Evelien Schut	Small changes: Feature requests will be handled in the Portal as well.
26 July	Natasha Schön	New layout and summary
19 Dec	Evelien Schut	Created a 2019 version
14 Aug	Evelien Schut	Added the 25 hours Feature Package.
28 March 2018	Evelien Schut	<ul style="list-style-type: none">• Added priority levels, response times and contact options• Added link to latest Open Social Core Distribution Release notes
15 March 2018	Evelien Schut	Added Receptive explanation and Fix version, Todo status
Feb 2018	Evelien Schut	Initial version

Summary

This document explains our support process for our Enterprise clients. Below you can find a summary.

What do you do if something goes wrong with the platform?

If your members need platform support, this should be handled by the customers and their community managers first. If this is not possible, you can get support from Open Social via email, phone, or self-service from our help center. You need to use **Jira, our support portal**, to submit support requests. Please see the appendix for further instructions.

What exactly are support requests?

Requests are usually a bug report, a feature request, or **general support questions**. They are submitted through our support portal Jira. If you have no access to the portal, please contact your project manager.

When **reporting a bug**, you need to provide information such as the service or function that is not working as expected, the impact on users, a list of steps to reproduce the incident, and any images that could help us.

Bugs have different levels of priorities and resolution times based on the severity of the issue. For example, a bug is critical when it affects many users and, alternatively, is a low priority when there is no significant impact on community performance.

When **requesting a custom feature**, you need to explain the missing feature, what it solves, who is impacted, and why it is important. The more information you provide, the better and faster we can help you. You can see the status of your feature request in Jira to save time, rather than get personal updates. Keep in mind that custom features come with additional costs.

How do you keep track of Open Social's progress?

Our **roadmap tool Receptive** displays the roadmap of features we are currently developing and where you can suggest features for the Open Social **core product** (aka., not custom for your platform).

How to get support

First line support is handled by the customer. The contact person can send in a ticket to support, as explained in [this section](#). Open Social only offers phone support for critical issues, as explained below.

Bug reporting

Customers may report errors or abnormal behavior in the service by contacting Open Social. The resolution time depends on the nature of the problem.

Customers will cooperate with Open Social in order to ease the support process. This includes, without limitation, providing the following as [listed here](#).

Exclusions. Open Social will have no obligation to provide support if the bug arises from one of these occasions: (a) the customer used the service in a manner that is not authorized in the agreement or the applicable documentation; (b) general internet problems, force majeure events, or other factors outside of Open Social's reasonable control; (c) the malfunctioning of a customer's equipment, software, network connections, or other infrastructure; or (d) third party systems, acts, or omissions.

Priority levels, response times and contact options

Open Social will assign a priority level to each bug and seek to provide responses in accordance with the table below.

Priority Level	Description
Critical (Blocking) (P1)	Catastrophic failure of the application, large performance reduction, major errors in data storage, loss of data or security problem. Effects a large number of users; no workaround available.

High (P2)	Service is responding and functional, limited failure of the application, some performance reduction, any errors in data storage or data loss.
Medium (P3)	Same characteristics as a 'high' priority level, except that there is one temporary solution or work-around for the problem.
Low (P4)	Non-critical issue; no significant impact on the performance of the service but the user experience may be affected; spelling mistakes, design, layout, or rare event.

Table 1. Level of priority and response actions for bugs.

Priority Level	Service window	Contact	Response time*
Critical (Blocking)	Office hours (CET) 09:00 - 17:00	Jira Support portal and support@getopensocial.com Or (Depending on the team your project belongs to)	2 hours
	Outside office hours (CET)** Working days from 7:00 - 9:00 and 17:00 - 22:00 Weekend from 9:00 to 21:00	+31 20 8200046 (choose for option 2)	
High	Office hours (CET) 09:00 - 17:00	Jira Support portal	1 business day
Medium	Office hours (CET) 09:00 - 17:00	Jira Support portal	3 business days
Low	Office hours (CET) 09:00 - 17:00	Jira Support portal	5 business days

Table 2. Level of priority, service windows, and response times.

*The response time is the time within you receive a response from us.
The resolution time depends on the nature of the problem.

**Amsterdam time-zone (CEST, UTC/GMT +1 or 2 hours)

Submitting a support request

Who can send us a support request?

We choose a contact person per customer, which means not just anyone can send in a support request.

The first line of support should be handled by the customer. This means that customers are responsible for addressing questions from their community members and can assign this responsibility to community managers/content managers. If the first line of support cannot answer the questions, then it's possible to send in a support request.

Why is that? We have two main reasons:

1. We want to avoid duplicate questions, bugs, etc.
2. We also only have a certain amount of hours we can spend on each customer. This means that any time on requests that could have been solved by the first line support would take time away from fixing real and bigger issues :)

How to send in a support request

1. Create an account or log in to the support portal:
<https://getopensocial.atlassian.net/servicedesk/customer/portal/2>
2. Choose the type of request:
 - a. **Bug** (report a bug): A broken functionality. Examples: unexpected error messages, e-mail notifications not being sent, etc.
 - b. **Feature Request** (request for new functionality): A new feature or an improvement to an existing feature. Examples: An extra field in the export, extra fields on the profile or on another content type, etc.

- c. **Support Question** (get help). Examples: questions about the actual use of a certain feature.

If you need more information, then read our step-by-step explanation of the support portal in the [appendix](#).

You can also send an email via support@getopensocial.com but we prefer our customers using the portal. This way all the necessary information can be added.

What is the advantage of reporting via the portal?

When you submit a request via the portal, you can choose the correct issue type and the correct priority. Anything that's submitted via email will be entered in our system as a low priority bug, which means we might not respond as quickly as needed.

What information should a request contain?

Submitting a bug

When submitting a bug, here's the information that we need from you:

- Describe the problem you are experiencing.
- List the steps to reproduce the issue.
- What steps did you take before running into the bug?
- Describe the result that you expected.
- (important to get a mutual understanding of the product itself)
- Please add the URL of the page on which you found the issue.
- Add screenshots of the problem.
- (you can also include the URL in the Screenshot).

Feature Request

When submitting a feature request, here's the information that we need:

- What is the problem/what are you missing/what are you trying to improve?

- What are you trying to solve with this change request or new feature? What would it successfully look like? How would you test whether this solved your issue or measure the situation to see if it's better than before? If possible, include links to some examples of the place where the problem is experienced or screenshots that highlight the specific problem.
- Who is impacted?
- How many people are affected by this issue or who would profit from this new feature? Is this for everyone or a specific group?
- Why is it important and/or urgent?
- Is it strategic? Does it help your project achieve certain goals? Is it linked to a project that can have a big impact? Do you have a deadline?

Service request

This one is easy! Just ask your question as clearly as possible!

Why is it important to deliver all this information?

This sounds like a lot of effort from your side but the more information we have up front, the faster we can spot the problem and determine the priority.

When submitting a feature request, it is really helpful for us to know the reasons behind the request. This means we can create the best possible solution.

If the necessary info is missing, we will ask you to add it still. So adding as much as you can from the start, will help speed up the process.

How we handle incoming requests

How do we process bugs?

It's not possible to fix all incoming bugs immediately, even though we wish we could. We plan our work per two-week cycle and keep room for blocking/critical issues. When an incoming bug is verified, we will then determine whether we should act immediately or whether we put it on the list for future planning.

If the issue affects the core product, then we also report it to the core team. When it comes to low priority issues, we mostly wait for the core team to fix them while we concentrate on higher priority bugs. You can track your issue by looking at the status. See that statuses explained in detail below.

We deliver bug fixes to your platform without a testing period (unless it is vital and discussed with a customer).

How do we process feature requests?

Feature requests are not included in your monthly fee but every month we process a small number of feature requests. The focus of this is to improve the core product.

So, keep sending them in because these are valuable and they help us improve the product.

Interested in sponsoring a feature?

If you have additional budget/funding that you want to spend on building a feature or a set of features, please contact the team to set-up a new development project. This can either be a feature that might end up in the Core product, or it can be a feature that will be custom for your platform.

The minimal amount of hours it should take to build is 25 or 50. This includes the following:

50 hours budget	25 hours budget
6 hours for an intake meeting with a designer, developer, and project manager.	3 hours for an intake meeting with a designer, developer, and project manager.
35 hours of development	17 hours of development
5 hours to process feedback during UAT	3 hours to process feedback during UAT
4 hours of project management (planning, guidance during testing)	2 hour of project management (planning, guidance during testing)

Feel free to send in the feature requests via the support portal and use the portal as your own backlog of feature requests. We can transfer these quite easily to a project whenever you want to spend additional budget on (smaller) feature requests.

Status of requests/tickets

In order to save time and create a seamless workflow, you will not receive a personal message from us after submitting a feature request. If everything is clear and the priority is not high, then the issue will automatically become part of our workflow with minimal communication.

In order to make things clear to you, we have a system in place that indicates the status of your ticket. Here's a detailed explanation of what it means when your ticket has a certain status.

Bugs and Feature Requests

Open / To investigate	The ticket needs to be verified by the support team
Waiting for customer	The ticket is awaiting input from the customer
Verified / waiting for a planning	The ticket is clear and is ready to be planned. <i>Note: a ticket can stay in this status for a longer period, especially with lower priorities and change requests.</i>
Verified / waiting for a planning + "Fix Version" field is filled Fix Version/s	The ticket is planned for a certain version/release.
In Progress	The ticket is currently in development
Ready for acceptance test	The ticket is released to acceptance and can be tested by the customer <i>Note: We do not always run bugs through a UAT period.</i>
Released	The ticket has been released to production
Closed/Declined	The ticket will not be fixed

Waiting for Open Social distribution	The ticket is waiting for a fix from the Core Team. <i>As soon as it will be included in a core release we will send an update. The release notes of the latest core releases can be found:</i> https://lets.getopensocial.com/enterprise-release-not es
In Backlog (On Hold)	This status only applies to Feature Requests.

Table 3. How we handle bugs and feature requests.

Appendix: the support portal

Via the *support portal*, you can submit a request and view the status of all your (open) requests.

Create an account/Login

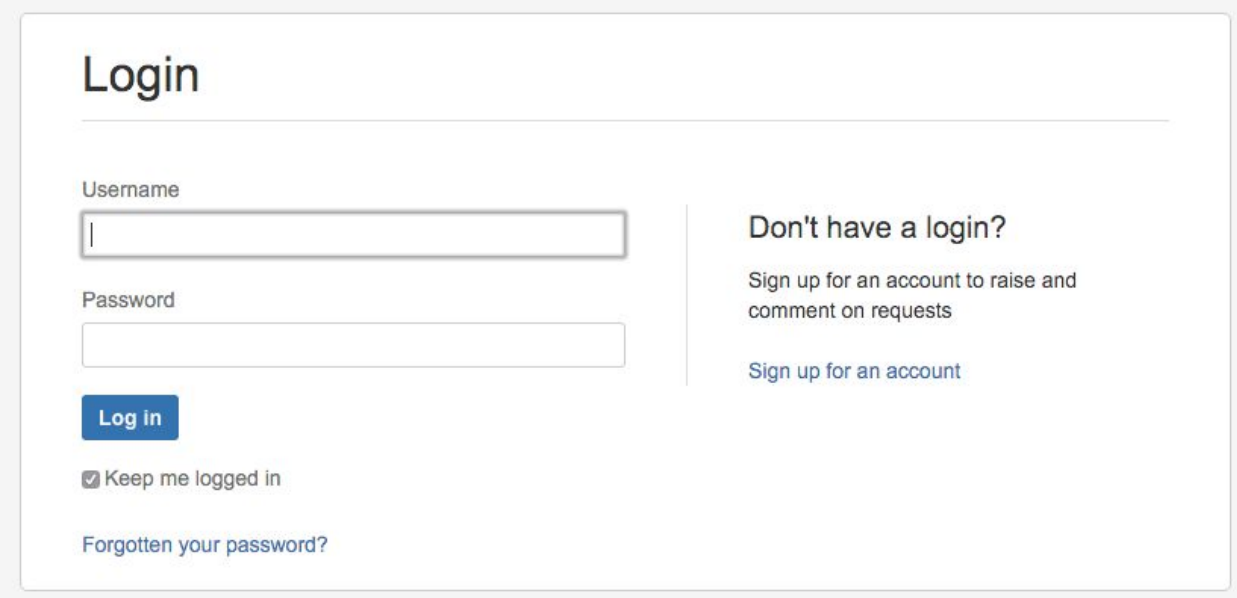
The portal can be reached via (depending on the team you are in):

support.getopensocial.com

Or

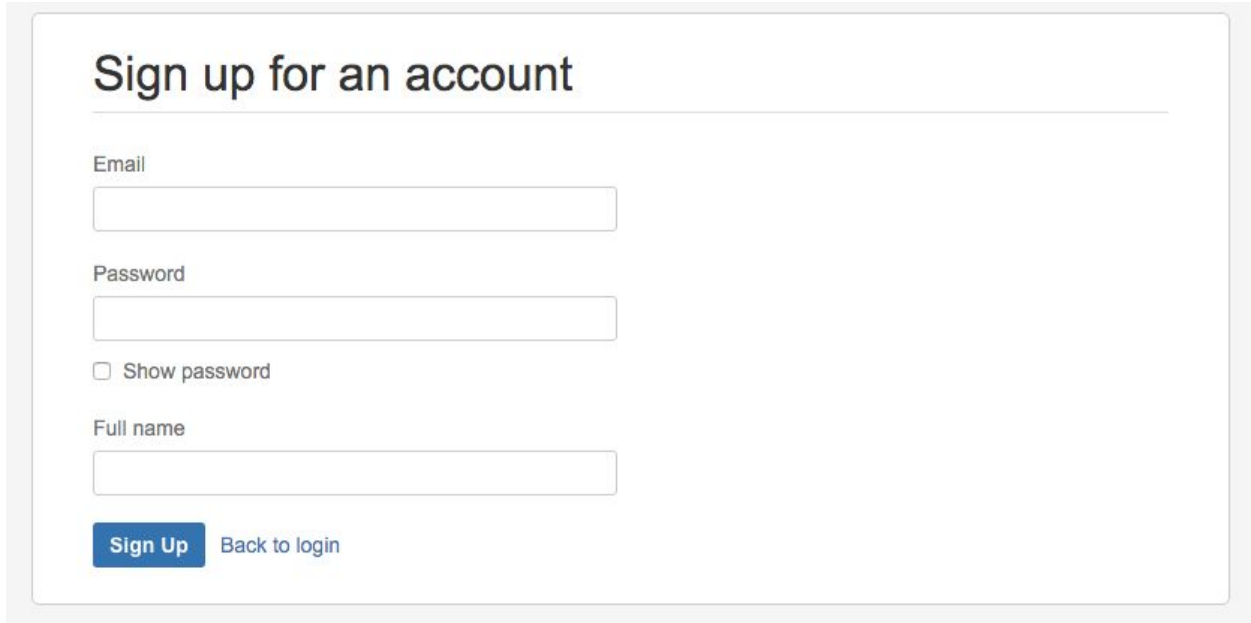
service.getopensocial.com

Your main contact should add you to make use of the portal. You will then receive an invite to login and set your password. When creating a new account, be sure to choose a strong password with at least 8 characters, uppercase and lowercase letters, numbers and a symbol.



The screenshot shows a login form titled "Login". It features two input fields: "Username" and "Password". Below the "Password" field is a blue "Log in" button. There is a checkbox labeled "Keep me logged in" which is checked. A link "Forgotten your password?" is located below the checkbox. To the right of the input fields, there is a section titled "Don't have a login?" with the text "Sign up for an account to raise and comment on requests" and a blue link "Sign up for an account".

Figure 2. Log into our support portal.



Sign up for an account

Email

Password

Show password

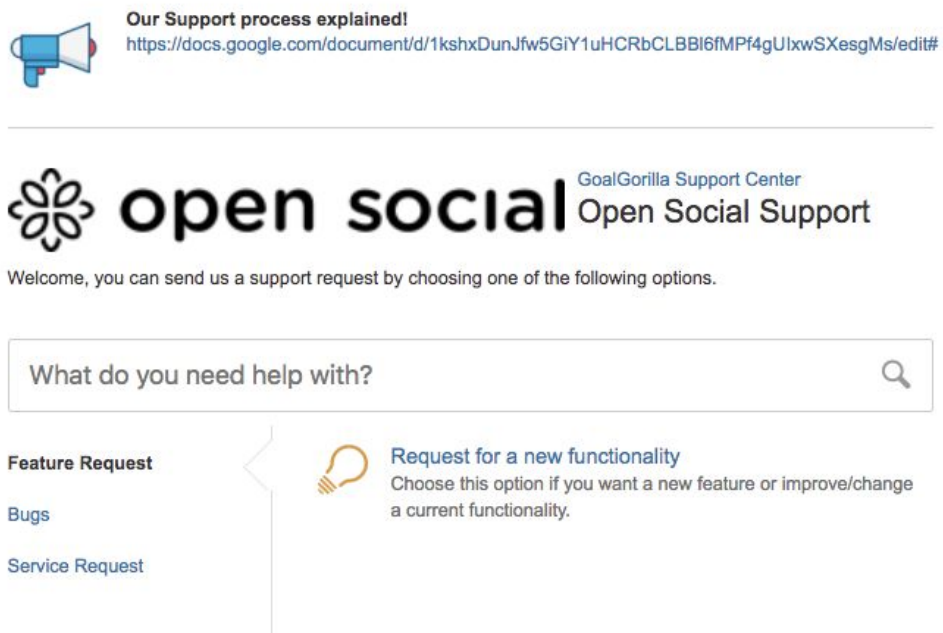
Full name


Sign Up [Back to login](#)


Figure 2. Sign up for our support portal.

Submit a support request


After login you will enter the portal where you have the possibility to submit a support request by selecting one of the options:



 **Our Support process explained!**
<https://docs.google.com/document/d/1kshxDunJfw5GiY1uHCRbCLBBI6fMPf4gUlxwSXesgMs/edit#>

 **open social** GoalGorilla Support Center
Open Social Support

Welcome, you can send us a support request by choosing one of the following options.



Feature Request
Bugs
Service Request


 **Request for a new functionality**
Choose this option if you want a new feature or improve/change a current functionality.

Figure 3. Submit a support request.

You can submit a request in any of the following categories:

Feature request

Request for new functionality - choose this option when you want to add a new feature to your site.

Bug report

Report a bug - Choose this option if you experience a broken functionality on your website. If you are filing a UAT bug, please start the title/Summary with 'UAT'.

Service request

Get help - Choose this option if you want to get assistance for general problems and questions.

You will enter a form where you can submit your request. Try to elaborate as much as possible! This will help speed up the process a lot, especially in case of a bug report.

Click on “create” and your request is submitted. You will receive an email confirmation.


Summarize the problem

Description

How urgent is this? *(optional)*

Medium

Attachment *(optional)*

 Drag and drop files, paste screenshots, or
browse

Create Cancel

Figure 4. Fill in your bug report.

Submit request per mail

There is also the option to send us an email with your request, the email address is support@getopensocial.com or service@getopensocial.com (depending on the team you are in. If you are unsure please reach out to your contact person). This request will also become visible in your portal.

Requests overview

In the portal, you are able to view all your open requests and history. At the top right you will see the text "my requests" next to your account symbol. If you click here, you will find a summary of all your tickets, click on a ticket to see its details.

In the overview you can see the statuses of your ticket, the messages that have been sent and you also have the possibility to respond to the ticket yourself. You are also able to see tickets created by others in your organization.



Figure 5. View all your requests.