NOIBU

TECHNICAL SUPPORT HANDBOOK

BEFORE YOU CONTACT SUPPORT

It is helpful to take the following steps before contacting Noibu's Support team. Gathering information about the problem and having it on hand when discussing the situation with our Support Engineers helps define and understand your problem better. The following steps are an example of what is suggested:

1. Search our Help Docs

If the severity level of your request is Normal or Low (see page 4 to determine severity levels), please first search the knowledge base via **Noibu Support** (https://help.noibu.com).

2. Defining the problem and gathering background information

Prior to contacting Noibu it helps if you have your Noibu Issue Number. Having your Issue Number will help us speed up the problem solving process. It is important to be specific when explaining a problem or question to our Support team. We want to give you the best solution and the better we understand your specific problem, the better we are able to resolve it.

To solve problems effectively, our Noibu Support will need to know the relevant information about the problem. Answering the following questions will help us solve your request as quickly as possible:

- **Problem definition**
  Can you describe the problem?
  When did this start happening?
  Have any recent configuration changes been made?
  What is the Noibu issue number?

  Are there any error messages? If so, what are they?

- **Customer Context**
  What are one or more IP addresses from users?
  Device operating system version?

- **Problem Context**
  Who does this affect and what is the business impact?

- **Requested ideal timeline**
  Is this time critical? When would be an ideal time for this to be completed?

3. Gathering diagnostic information

Our Support Engineers often need to analyze specific diagnostic information such as relevant logs in order to resolve your problem. Gathering this information is often the most critical step in resolving the problem. Contact Noibu Support for assistance in gathering the needed diagnostic information.

4. Determining severity level

Together with our Support Engineers, you may mutually determine the appropriate severity level based on the business impact of the problem. You may request a change to the severity level of a problem at any time if circumstances change from when it was first entered in order to match current business impact conditions. Noibu Support reserves the right to unilaterally change severity levels of submitted electronic requests based on the below definitions:

LEVEL	IMPACT DEFINITION	EXAMPLES
Severity 4	**Urgent** (server down) A business critical emergency condition related to Noibu console availability which requires an immediate solution and impacts all users	Users cannot access and use console.noibu.com
Severity 3	**High** (significant business impact) A software component is severely restricted in its use or because of problems with an application which impacts a significant number of users	Software component is missing or a page is not found, severely affecting your ability to use the tool.
Severity 2	**Normal** (some business impact) Indicates the program is usable with less significant features being unavailable which are not essential to operations	A navigation button is not working but has multiple routes into a page. Multiple users are affected. Functional issue which has meaningful time and business impact.
Severity 1	**Low** (minimal business impact) A non-critical software component is malfunctioning causing minimal impact, you have questions about functionality, or want to make a non-technical request	Documentation is incorrect, configuration inquiries are made, non-business critical task is requested, etc

When communicating with our Support Engineers, you should also mention the following items if they apply to your situation:

- You are under business deadline pressure
- Your availability
- Alternate ways to reach you (more than one phone number, email address)
- State a knowledgeable alternate contact with whom we can speak
- You have other open problems with Support related to this service request
- You are participating in a Noibu beta or pre-release program
- You have researched this situation prior to contacting Support and have detailed information or documentation to provide for the problem

REACHING OUT TO SUPPORT

Methods to contact Noibu Support can be found on:

- Noibu Help Docs under Submit a Request (https://help.noibu.com)
- About > Contact > Contact Our Support Specialists (https://noibu.com/contact/)

SUPPORT RESPONSE

Please note that Noibu will use our best efforts to respond to service requests from your contacts within the criteria shown below. Our initial response may result in resolution of your request, but usually will form the basis for determining what additional actions may be required to achieve technical resolution of your request. Depending on the complexity of your request, the next response may take considerable time. Be sure you and your Support Engineer agree on what the next action is and when the next checkpoint will be.

Support Center Hours

Noibu Support hours are:

DAY	TIME
Monday - Friday	8 am - 4 pm EST
Saturday - Sunday	Unavailable

Support is available with the exception of December 25th and January 1st. Any requests made during this time will be pushed to the following business days in accordance with the Severity Levels in this document.

Please keep the Support Center hours in mind if your business operations typically occur outside of these time frames.

Language support

Noibu support is currently offered in English with the option of being served in other languages based on Severity of the request. When possible for Urgent (Severity 1) problems, to increase the likelihood of a timely resolution, please include a point of contact who can communicate effectively in English and is available to work with Noibu regarding the issue.

HOW WE HANDLE A CODE DEFECT

You may submit your request for assistance by using the Noibu Help button, or email. The Noibu Help Button can be found at the bottom of any page inside the Noibu Console. The Noibu Help Button is located at the bottom right of the page in a bright green colour.

Each request is logged into the Noibu ticketing request software. Once logged, a unique ticket number is created and your request is routed to a specific group of Support Engineers who will act as your resolution team. Please make note of your unique ticket number and use it in all future communications about the same problem with Noibu Support.

Your request will be either resolved or escalated as appropriate. Our Support Engineers may request that you send them the problem information, test cases, or they may request that you allow them to view such information with you electronically.

HANDLING CODE DEFECTS

During the investigation process, a Support Engineer may determine that your reported problem is related to a code defect which falls into one of the following categories:

1. A Known Defect:

If the resolution team determines that the problem is the result of a software defect that has previously been reported, the following actions may be taken:

- An upgrade to a version containing the fix or a workaround to circumvent or correct the issue is provided
- If no workaround is available and it is determined that one is required, your Support Engineer will work with you to find the best feasible workaround
- Your Support Engineer will confirm when the defect is closed and will update your ticket

2. New Defects:

If the Engineer determines that the problem is the result of a Noibu software defect that has not been reported before, we will work with you to create a record to track the resolution of the defect. Defects are immediately routed to the appropriate teams for further analysis.

The following fix-related activities may result:

- The defect is determined to be of high impact for which a fix is created and an upgrade containing the fix is released
- The defect is determined to be of lower impact which does not require an immediate resolution and is deferred for a future release
- Because of the complexities of the environments supported, defects can often take several days, possibly weeks, to debug and to write, test, then distribute
- After you have received a fix in the form of an upgrade, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact Noibu Support so that the corresponding ticket may be placed in a resolved status. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your ticket will remain open while Noibu Support continue to work on the problem. The ticket will not be closed until the problem has been resolved to your satisfaction.

NOIBU SOLUTION ASSISTANCE

Technical question support allows you to obtain assistance from Noibu for technical, task- oriented questions regarding the insight to bugs reported in the Noibu software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you in the following areas:

Short duration problems involving

- Noibu errors
- Usage (How-to)
- Product compatibility and interoperability questions
- Technical references to publications
- Assistance with ticketing integration

Noibu may not be able to solve certain technical questions that you may have. For example, Noibu does not offer assistance related to the following areas:

- Writing, or customizing code for a client
- Data recovery
- Consulting

Most of the above types of situations require some form of partnership program offering. For further information about these services please contact your Customer Success Manager who can help direct you to resources who can discuss your needs.

PROBLEM HANDLING BEST PRACTICES

We have found that the following practices help us to ensure we can provide the timeliest resolution to your question or problem:

- Submitting problems via the **Noibu Help Desk** (https://help.noibu.com) as opposed to email enables the support team to better understand the problem and be more prepared with the right skill and guidance to respond to your concern
- Submitting only one question/problem per ticket allows us to better track your concerns and provide better service
- Selecting the appropriate problem Severity level and letting us know the business impact will help to get the right focus on your problem
- Staying current on product releases
- Providing timely feedback on recommendations and closing the ticket when the problem has been resolved. If the problem reoccurs within a few days after the ticket being resolved you may reopen the original ticket, otherwise creating a new ticket referencing the previous problem will result in optimal service.

YOUR RESPONSIBILITIES

Like all software platforms, we can't guarantee that products are defect free; however we do endeavour to fix them to work as designed. Steps to troubleshoot a problem include capturing documentation at the time of a failure and attempting to understand the root cause by means of reproduction or other means.

Please be aware of your responsibilities when working with Support.If you do not have someone on hand with the relevant skill set or do not have the bandwidth to implement the resolution where relevant, you can engage our partnership program team or a third party to assist you for an additional fee.

SUBMITTING AN ENHANCEMENT REQUEST

Sometimes what appeared to be a defect turns out to be working as designed. In that case, you need to submit an enhancement request All product enhancements can be made via Noibu Support (https://help.noibu.com) or by emailing your CSM.

If at any point in our support process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

- Contact your Support Engineer and explain (or re-explain) the business impact of your problem
- Discuss with your Support Engineer the possibility of raising the Severity level associated with your problem
- Escalations to a Noibu manager will receive prompt attention and management focus. We encourage escalation to meet your required needs based on your level of severity.

SURVEY

After your problem has been resolved, you will receive an email asking you to participate in a short web survey to determine your satisfaction with the way your problem was handled. If your problem has not been resolved, please continue to communicate with the Support Center and follow up with your ticket. This ensures that your Noibu Support Engineer can action it accordingly.