



Plone Support Service

User Guide

JARN

This is a guide to more efficient and useful usage of Jarn's Plone support service. It enables us to help you in the most efficient manner, minimizing time spent on unnecessary tasks, and give you the best results possible.

Sending requests

All requests are sent to support@jarn.com.

We will often communicate over phone, Skype or different direct chat or instant messaging to solve issues or provide help, but so far we are not able to offer a response service for phone or other real time media. All tickets need to be registered by email to support.

Calling or otherwise contacting arbitrary Jarn staff does not improve our contractual response time and might end up having your request lost. Our support systems are monitored on a daily basis by first line staff and a service manager, so we keep good track of things there.

If you wish to speak to us live, please send an email to support@jarn.com, and we will schedule a chat or call.

Content of a request

Keeping the content of a request sound is extremely important. It minimizes back-and-forth communication and enables us to solve your request faster.

One problem per ticket

This is incredibly important. By giving us one specific issue per ticket, we can make sure that problem gets followed up and individually track the problem and when it's resolved.

Also, it's important to include the automatically created part of the subject when you want to add additional information to a ticket. Just replying to the automatic mail you get when you send us an email works nicely, or replying to one of our reponses. Otherwise, you can just put "[rt.plonesolutions.com #1234]", where 1234 is the ticket number you want to give extra information for, in the subject line.

Use a descriptive subject line

Please do not use subjects such as "Urgent!" or "Please help!". They will make us less able to quickly identify your problem and find the right technician to help. We strive to solve any ticket as fast as possible and are always looking for ways to improve the service.

Examples of good subject lines:

"Error when creating internal links in Kupu"

"MyProduct breaks on installation in Plone 3.0.6"

"Permissions for a folder doesn't work for specific user"

Examples of bad subject lines:

"Links problems!!"

"Can't install"

"User problem"

Keep tickets to the point

Please don't add irrelevant information about other tickets, how the service can be improved, or other information not directly related to the ticket. It only makes it harder to keep track of whether the issue at hand has been resolved and who should follow up.

You can ask for an overview of your currently open tickets if you need it. In the future, we hope to be able to give you this information through a web interface.

Supply relevant information

Supply as much relevant information as possible! If we get too little information, we will either have to respond asking for more information - causing delays - or investigate on your servers ourselves - spending valuable support hours.

When experiencing problems, please at least supply the following information:

- An overview of the problem
- What you were expecting to happen
- Which steps you did
- What happened instead
- An URL where the problem can be reproduced
- Relevant information like user names (we don't require passwords), error messages, the date when the problem started, products that was installed that might have caused the problem, etc., when applicable.

Example:

Subject: Collage 1.0 - error when adding row to a certain page

We were trying to add a Collage page to our site today, when we experienced an error. I was trying to add a row to my Collage page when this happened.

Steps to reproduce:

1. Add a Collage page
2. Add a row to this page

Expected outcome:

A row should be added to my Collage page.

What happened instead:

I got a Site Error message.

This only happens in that specific folder, the rest of the site works fine.

The unfinished and unpublished Collage page causing the problem is here:

<http://www.mysite.com/folder/collage-page>

I was using my own user (johndoe). I'm not sure, but I think this worked fine before we upgraded from Collage 0.9 to 1.0.

The error message is here:

http://www.mysite.com/prefs_error_log_showEntry?id=1206735328.220.939369374271

Other information

Opening hours

We are available between 9:00 and 16:00 on work days. Norwegian holidays are excluded, and you will be informed up front when they are.

At often times, we are available outside these hours. We also keep the support centre open on holidays if our staff is working anyway. We will inform you up front when it will be open.

In any case, we don't have a guaranteed response time on holidays, but strive to solve problems if time allows.

Non-technical requests

If you experience trouble with the service, billing or otherwise have questions, ideas, praise or complaints, or have anything you like included in this document, send an email to support@jarn.com and put "Service Manager: " in the beginning of the subject. This makes sure that it gets to the right person and doesn't spend time in the technical staff before it gets where it should.