OpenText™ Freeway Customer Support Handbook

Standard Software Support
APAC

Contents

1 OpenText Freeway support

1.1 Overview

As a software customer, you have access to OpenText Freeway support during

2.2 Sending emails to OpenText Freeway support

OpenText Freeway support e-mail address is *desktop@opentext.com*. The following procedure should be followed when sending emails to OpenText Freeway support.

- Provide all relevant information available so that the OpenText Freeway support specialists can take the appropriate action on your request. Incomplete requests may delay our ability to rapidly resolve the issues being reported.
- Please DO NOT forward emails from your partners without an accompanying request/explanation.
- The email subject line should contain your customer ID/account name and a brief description of the issue being reported.
- The email will be sent directly into the ticketing system and a ticket will be automatically generated. Once the ticket is created, the originator will receive an acknowledgment email including the ticket number in the subject line.
- **The ticket number, X-XXXXXXXXX, must be included in the subject line of all further communications so that the information is properly updated into the ticket**. The easiest way to do this is to reply to the acknowledgement message.

Severity level 1 or 2 issues submitted to OpenText by email must be reported to OpenText Freeway support by calling 1-800-226-877.

Refer to Table 4.1 for severity level definitions.

4 Service levels

4.1 OpenText Freeway support service level objective

Response Time Service Level is defined as the time when the first action is taken by OpenText after the request has been submitted. Tickets derived from phone inquiries will start when the technical support specialist enters the request into the OpenText ticket tracking system.

The OpenText standard response targets are summarized below in **Table 4.1**.

Service level target response time is reflected in working hours. For example, 24 business hours is equal to three (3) working days. This is a best endeavour guide only.

Table 4.1 Standard OpenText incident severity levels and service level guides

Severity	Definition	Service level target
1	**Urgency is high and impact is high** • Customer has many trading partners affected with extreme impact • No work around available or alternate method of transacting •	

Severity	Definition	

Escalation	Escalation point	Name	Phone number/email
within1 hour of the escalation.			
Level 4 If you do not receive a response from the Frontline Director within 1 hour of the escalation.	Director	Mabel Hofilena	+63 917 835 8398 (C) mholifen@opentext.com
Level 5 If you do not receive a response from the PSG Manager within 1 hour of the escalation.	PSG Manager	Michael Dillingham	+1 301 340 4804 (O) +1 240 477 3184 (C) mdilling@opentext.com
Level 6 If you do not receive a response from the PSG Sr Manager within 1 hour of the escalation	PSG Senior Manager	Tony Watts	+1 678 823 4451 (O) +1 678 373 9188 (M) awatts@opentext.com

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