

# **OpenText™ Freeway Customer Support Handbook**

Standard Software Support  
North America

# Contents

- 1 OpenText Freeway support .....3**
  - 1.1 Overview.....3
- 2 Contact methods .....3**
  - 2.1 Calling OpenText Freeway support.....3
  - 2.2 Sending emails to OpenText Freeway support.....4
- 3 Support requests .....5**
  - 3.1 Examples of support requests.....5
  - 3.2 Examples of issues not supported by OpenText Freeway support .....5
  - 3.3 Ticket resolution .....6
  - 3.4 CSAT survey invitations .....6
- 4 Service levels .....7**
  - 4.1 OpenText Freeway support service level objective .....7
  - 4.2 Policy statement for OpenText Freeway support .....8
- 5 Escalation guide .....9**
  - 5.1 Escalation of production problems .....9
- About OpenText .....11**

# 1 OpenText Freeway support

## 1.1 Overview

As a software customer, you have access to OpenText Freeway support during office hours of Monday to Friday from 8:00 am to 8:00 pm EST.

Your designee(s) can call or email to report problems, request support, and make general inquiries.

Please note that support is provided in the English language.

Availability	Support definitions
<p><b>Business day support Mon-Fri 8:00 am to 8:00 pm EST</b></p>	<ul style="list-style-type: none"> <li>• Customers are encouraged to email <a href="mailto:desktop@opentext.com">desktop@opentext.com</a> to log tickets.</li> <li>• When reporting a severity level 1 or 2, follow-up should be made via the phone or to the first level escalation point.</li> <li>• OpenText Freeway support uses a telephone system that allows callers to wait for an operator. There is also an option to leave a voicemail.</li> <li>• A ticket will be generated on behalf of the customer in both cases.</li> </ul>

## 2 Contact methods

### 2.1 Calling OpenText Freeway support

You can contact the OpenText Freeway support specialists using the following number. When calling, you will need your customer ID and company name.

**North America** +1-800-334-2255

All calls made to OpenText Freeway support are tracked and assigned a ticket n







## 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	<b>Urgency is high and impact is high</b> <ul style="list-style-type: none"> <li>Customer has many trading partners affected with extreme impact</li> <li>No work around available or alternate method of transacting</li> <li>Critical component outage without customer workaround</li> <li>Customers are unable to transact</li> </ul>	Immediately
2	<b>Urgency is high and impact is medium OR urgency is medium and impact is high</b> <ul style="list-style-type: none"> <li>Customer has many trading partners affected with extreme impact</li> <li>Alternate method of transacting available</li> <li>Critical component outage without customer workaround</li> <li>Customer has one or a small amount of trading partners affected with extreme impact</li> <li>No work around available or alternate method of transacting</li> <li>Customer unable to transact</li> </ul>	1 business hour
3	<b>Urgency medium and impact medium</b> <ul style="list-style-type: none"> <li>Customer has one or a small number of trading partners affected with medium impact</li> </ul>	6 business hours

Severity	Definition	Service level target
	<ul style="list-style-type: none"> <li>• Alternate method of transacting available</li> <li>• Impact to small non-critical trading partners or no trading partners</li> <li>• Customers or suppliers may or may not be aware of the issue</li> <li>• Functionality may be degraded</li> <li>• Important component outage</li> </ul>	

4

**Urgency is low and impact is low**

- Customers has one or a small number of trading partners







