

Customer submits a ticket via the Success Site (<http://success.clarizen.com>) or via email using support@clarizen.com

The Clarizen Support Team sends a system-generated email response with the ticket reference number

Is the Clarizen Support Team able to reproduce the issue?

Yes

Is the Support Team able to resolve the issue?

Yes

Support Ticket is closed and the Customer receives a notification

To: support@clarizen.com
CC: Your CSM

Subject:

Description of Problem:

- Steps to reproduce the issue
 - When did it happen and is it still happening?
 - Which users are effected?
 - In which instance does this issue occur? (Production account or Sandbox)
- Bonus: to accelerate troubleshooting you can add screenshots or a recording

From: support@clarizen.com
CC: Your CSM

Subject: [Clarizen Online Project Management Software Help] Re:

Your request (# _____) has been updated. Reply to this email or click the link below:

<http://clarizen.zendesk.com/agent/tickets/>

Thank you for contacting Clarizen Support! We have received your case and are working our way to your request as soon as possible. We'll get back to you soon with our findings and next steps.

The Clarizen Support Team will:

- 1.) ask for more details
- 2.) request temporary access to your environment

The Escalation Team (Tier 3 Support) opens a bug for the Clarizen R&D team and the Customer receives a notification

Clarizen R&D creates a plan to resolve the bug in an upcoming patch, scheduling is based on issue severity and the Customer's Success Plan (Elite, Premium, or Standard)

R&D fixes the bug, performs initial QA on the solution, commits the fix to a software patch, QA is performed on the entire patch, the whole patch is then sent to Managed Services for final performance and stability testing.

The bug fix is implemented via the Clarizen patch

From: support@clarizen.com
CC: Your CSM (if applicable)

Subject: [Clarizen Online Project Management Software Help] Re:

Your request (# _____) has been solved. To reopen this request, reply to this email or click the link below:

<http://clarizen.zendesk.com/agent/tickets/>

How did we do? Our goal is your on-going satisfaction success with Clarizen and in order to continue providing excellent support we'd greatly appreciate your feedback! Please note there is a big difference between a reply to a case that needs to be reopened / requires further investigation and a comment regarding your Satisfaction regarding the support process / support Engineer. Please use the correct method when responding.
Thank you.