Terra Dotta Support at Your Fingertips

January 2016, Travel Risk Summit

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TERRADOTTA

Demo

- Support site - http://support.terradotta.com
- Support portal

Terra Dotta Support Portal

- **Chatter**: networking (informal)

- **Ideas**: forum for posting software enhancement ideas

- **Knowledge**: knowledgebase for research-videos, webinars, and articles.

- **Cases**: ask TD for help, review past cases

- **Q&A**: ask questions to the community (formal)

- **Code distribution**: available to installed clients

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Steps for solving a problem

- Use your sandbox site:
  - YOUR-URL-test.terradotta.com
- Search KB:
  - https://tdsupport.force.com/support/apex/Public_Article_Search
- Login to Support Portal
  - Consider community help: Chatter / Q&A
  - Submit case

TERRADOTTA

Professional Services

- Visualizations
- Custom graphical layout
- Credit card integration
- Software training
- Terra Dotta Administrator
- Tune-Up
- Hosting Services
- Consulting services
- Custom reports and custom programming

Relevant Links and KBs

- [Overview of TD Support Services](#)

- [Overview of Pro Services](#)

- [KB search](#)

- Using the [Support Portal (login link)](#)

  - [Webinar about Terra Dotta Support](#)

- [Adding team members to cases](#)

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