

Calling for Help: Avenues for Support and Services

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Support Services

- New structure
 - We are redistributing our resources to better serve you
 - Shifting to team members being specialized in one or two areas to give you the highest quality of support
- Just a little of what we do
 - Implementation help
 - Terra Dotta Community Library
 - Webinar Wednesdays
 - Release notes
 - Support Portal



Survey!



Terra Dotta Support Portal

- **Chatter:** networking (informal)
- **Ideas:** forum for posting software 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



Demo

- university.terradata.com
- Support portal



Steps for solving a problem

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



Professional Services

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



End Survey

