



Worldwide Customer Services

# **Global Support Guide**

December 9, 2020

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# Welcome

Welcome to the Information Builders Customer Services community and thank you for purchasing our software. In deciding to use Information Builders technology, you have opted for value and quality. The same is true of our technical support and customer services. Customers are our top priority. All customer services teams work every day to provide timely, comprehensive, and reliable support.

As an Information Builders customer, you are entitled to a full range of support services designed to keep you and your organization successful. This includes the Technical Support Center website, which offers many self-service resources, including award-winning technical content and videos, our myibi community where you can network with thousands of developers, and 24X7 access to our award-winning customer support centers located around the world.

Use this guide as a reference whenever you need technical support. It serves as a roadmap for the most effective resolution to questions or issues that you may encounter, including how to access self-service resources, quick answers to technical questions, and details for how to get emergency help during a production-down situation. Our different support plans are described. And basic information is included to keep you successful as you use Information Builders software, for example, how to directly access our knowledge base of technical support content, how to contact customer support for assistance, and what you can do before contacting customer support to facilitate resolution.

You can also visit [informationbuilders.com](http://informationbuilders.com) and select the *Customer Support* tab on the main page to learn more about our extensive customer services.

We can personally assure you that Information Builders is dedicated to being your partner for the long run, and we look forward to working with you over the years as your use of our products broadens and deepens.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Gerald D. Cohen". The signature is fluid and cursive, written in a professional style.

Gerald D. Cohen, President and CEO, Information Builders

# InfoResponse Plans

As a customer, you have three support service options based on your business and technology needs:

- InfoResponse Basic
- InfoResponse Premium
- InfoResponse Premium Startup

## InfoResponse Basic

InfoResponse Basic customers are entitled to technical support seven days a week, 24 hours a day, and 365 days a year.

Depending on the time of day you contact us, you will access support in one of our three Global Support Centers, located in the United States, Europe, and Australia. Each location has a team of highly qualified support professionals dedicated to the timely resolution of any technical issues you might experience.

North American customers may call 800-736-6130 or 212-736-6130 to contact a support professional. Elsewhere, customers may call +1-212-736-6130. You may obtain our toll-free international support numbers by clicking *Contact Us* on our [Technical Support Center](#) website. From the Technical Support Center, you can also open a case and choose either local or global support. Local support is available during regular business hours.

If you access the site outside regular business hours and click *International Contact Numbers*, you can request technical assistance from one of our other support centers. English is the required language for after-hours assistance and any case opened online. Local language support is available through your local office during regular business hours.

All InfoResponse customers can directly access technical content, including technical videos hosted on YouTube and release technical content repositories. Go to the Technical Support Center and select [Search Technical Content by Release](#). Here you can access HTML topics or PDF manuals, view the table of contents or navigate to other topics within the manual, print the PDF, or purchase a print version of select manuals.

InfoResponse Basic customers are entitled to all software upgrades, patches, and new releases for the products they have purchased.

## **InfoResponse Premium**

InfoResponse Premium customers receive additional company-wide services beyond the comprehensive offerings of InfoResponse Basic and Premium Startup. InfoResponse Premium entitles you to access professionally managed and coordinated support services for multiple sites and complex environments. With the Premium plan, your organization gains the ability to better manage demands on in-house IT and support staff by identifying, prioritizing, and coordinating fixes, upgrades, and training.

InfoResponse Premium customers are assigned a designated Account Support Manager (ASM) who works closely with in-house staff to manage support issues for your locations. In essence, you have an additional valuable resource to manage and coordinate technical support activities at your company, as well as a centralized escalation path for support issues when necessary.

InfoResponse Premium is an annual contract. InfoResponse Basic must be in place.

### **Support Services**

- Emergency, mission-critical on-site support. In the event of a mission-critical production-down situation that cannot be resolved via phone or with the Remote Assistant tool, a technician will visit your site.
- Weekly case status reports.
- Regularly-scheduled telephone conferences with our support experts.
- Management reports showing support activity at all designated locations to help identify needs such as upgrades, system tuning, and user training.
- Priority queuing.
- Faster response time.
- Direct access to after-hours Level 3 support for production-down issues.
- On-site partnership review.
- Product updates and workshops.
- Automated problem escalation to resolve issues. Customer support management receives notification of mission-critical calls.

### **Customer Services**

- Advisory Council membership
- Early Adopter and Managed Release Program membership
- Annual on-site partnership review
- Free pass to Summit
- Customized Focal Point view
- Inclusion in Information Builders QA Suite

## **InfoResponse Premium Startup**

InfoResponse Premium Startup support includes all of the InfoResponse Basic features plus the support-related services included in InfoResponse Premium. Additional services include an Account Support Manager (ASM) who will serve as your organization's single point of contact with Information Builders support staff. The ASM will work closely with in-house staff to manage support issues at your location, provide weekly updates, and host regularly scheduled conference calls. This service also includes faster initial response times.

InfoResponse Premium Startup is available for three- or six-month terms. InfoResponse Premium Startup is ideal for customers who are either new to Information Builders technologies and/or beginning development initiatives. It is also ideal for existing customers who may need short-term priority support assistance during a product migration/upgrade or at the beginning of a new development initiative. InfoResponse Basic must be current and in place.

## **Enterprise Enablement Program**

The Enterprise Enablement Program offers an assessment of customer requirements to meet short and long-term goals at the enterprise level. It is targeted to new and existing InfoResponse Premium customers to help build a WebFOCUS business intelligence (BI) platform that is both scalable and efficient. This service includes a specialized team of Information Builders staff working with prospects and customers to optimize their resources and obtain maximum value from their investments.

The results of the assessment, along with recommendations, are presented to the customer in a *Findings and Recommendations Report*. Sample customer scenarios for this service may include customers who are planning to:

- Build and deploy WebFOCUS for their enterprise.
- Upgrade, migrate, or consolidate WebFOCUS environments.
- Deploy specific solutions that are compliant with business requirements, such as meeting Service Level Agreements with business users.

## Summary of InfoResponse Plans

Here's a quick-reference guide to each InfoResponse service plan.

Service Feature	Premium	Premium Startup	Basic
Account support manager	*	*	
Annual on-site partnership review	*		
Company-wide Premium status	*		
Advisory Council membership	*		
Customized version of Focal Point	*		
Free pass to Summit User Conference	*		
Weekly status report	*	*	
Regularly scheduled conference calls	*	*	
Priority queuing	*	*	
Fastest initial response time	*	*	
Emergency, mission-critical on-site support	*	*	
Weekend/after-hours direct access to Level 3 support	*	*	
Product updates/workshops	*	*	
Automated problem escalation	*	*	*2
New software releases, updates, and patches	*	*	*
InfoResponse Online (techsupport.informationbuilders.com)	*	*	*
Advisories	*	*	*
Online community (myibi)	*	*	*
Local phone support	*	*	*
24/7 phone support	*	*	*
Reproduce customer environment in Premium support lab	Optional		
Customer application added to QA suite	Optional <sup>1</sup>		
Wellness checkup	Optional	Optional	Optional
Configuration audit	Optional	Optional	Optional
Personalized support options	Optional	Optional	Optional

<sup>1</sup> Ask for detailed requirements and customers' expectations.

<sup>2</sup> Available for all Premium cases and any Basic case involving mission-critical, production-down issues.



# Technical Support Center

As an Information Builders customer, you can rely on the Technical Support Center website for access to resources and content that is designed to keep you productive and successful.

The Technical Support Center enables access to these resources:

- **Release Technical Content.** Browse all release technical content, which includes documentation, technical topics and videos, and getting started guides.
- **myibi (Online Community).** myibi is our community platform that enables you to connect and collaborate with Information Builders customers and partners around the world. Share knowledge about Information Builders products and solutions, ask questions, and browse answers and tips.
- **Case Management.** Access InfoResponse *LIVE* to open, update, or view support cases. You may open cases at any time, day or night, at <https://techsupport.informationbuilders.com>. More than 75 percent of the cases handled by our technical support professionals are opened online. If you are not in a production-down situation, you may discover what many of our customers already know: most of the answers to your questions are just a click or two away.
- **My Downloads and Shipments.** Download software releases, patches, and fixes.
- **User Groups.** Browse the list of virtual and onsite user groups held across the US and internationally.
- **Advisories and Announcements.** See the latest product advisories, releases announcements, and other support notices.
- **Customer Education and Training.** Access the full suite of customer training offered by Information Builders.

## Logging In to the Technical Support Center

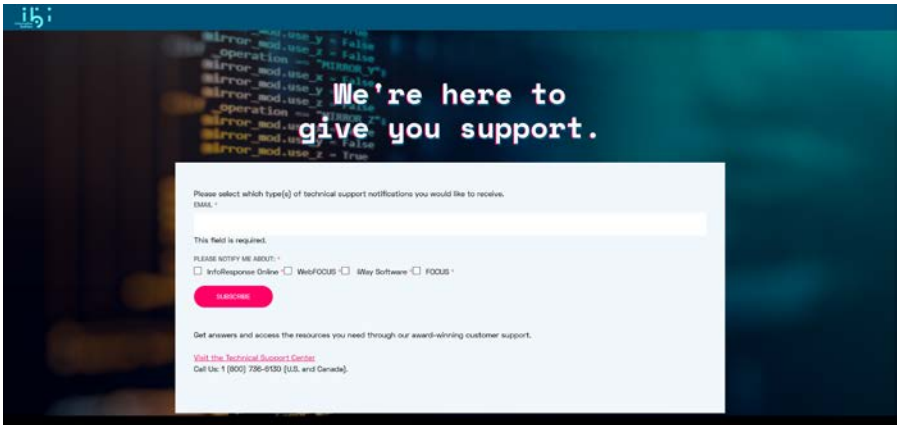
Login is not required to access technical content, technical videos, and other public content topics. Login is required to access case management, software download, and other security-sensitive customer support resources. In these cases, log in using the credentials that you set when you registered with Customer Services. The login setup is described in the next section.

## Getting Started

First-time users must follow these steps to access to the Information Builders technical support website.

1. From the Technical Support Center, on the My Account menu, click *Create an Account*.
2. Complete the form provided and click *Save*.
3. You will receive a confirmation email. In the email, click the link provided to complete the registration process.
4. A message that your account has been activated will display.

Following your account activation, you can log in to the Technical Support Center and subscribe to announcements and product advisories at any time, by clicking *Sign up for support emails*.



As an authorized user, you have access to areas of the site that allow you to do the following:

- Open and manage technical support cases with our case management application.
- Access security-sensitive technical material by product.
- Download updates and fixes.
- Subscribe or unsubscribe to information regarding announcements and advisories about our products and website.

## **Advisories**

Next, check our Advisories page by clicking the *Advisories* link on our technical support website. There you will find:

- Useful product feature announcements
- Problems that seriously affect functionality that are discovered after the product is released
- Information on available patches, fixes, product installation, or configuration “gotchas”
- Third-party vendor product issues

## **Frequently Asked Questions**

From the Technical Support Center, on the Resources menu, select *FAQ* for answers to the questions asked most frequently.

## **Release and Compatibility, and Supported Systems and Adapters**

From the Technical Support Center home page, select *Release and Compatibility* for the most current information on release compatibilities or select *Supported Systems and Adapters* for a current listing of this release information across platforms and releases.

## myibi Community

myibi is our community platform that enables you to connect and collaborate with Information Builders customers and partners around the world. Share knowledge about Information Builders products and solutions, ask questions, and browse answers and tips.

Take advantage of the rich features you'll find in myibi forums and community, which include:

- **The ability to interact and collaborate with worldwide ibi customers and partners:** Welcome to a dynamic community of people who are as enthusiastic and invested as you are about using data, analytics, and applications to innovate.
- **Easy access to pertinent resources:** myibi offers a personalized digital experience designed to be fun, engaging, and educational, with support to tackle new problems and learn new ideas.
- **Opportunities for professional development:** myibi recognizes your expertise and helps build your reputation and status, providing a direct feedback channel for input and guidance on products and strategy, so your voice is being heard and is answered.
- **Something for everyone:** myibi's segmented design make it easy to find what you're looking for, whether you're a seasoned developer or a new user – and we've made it easy to add new multi-threaded, peer-to-peer discussion forums.
- **Built-in gamification:** Members earn points and receive rewards for completing challenges and participating in the community, and have some fun, too.

Visit myibi today at [https://ibi.influitive.com/users/sign\\_in](https://ibi.influitive.com/users/sign_in).

Not a member? Send an email to [myibi@ibi.com](mailto:myibi@ibi.com) with your company name, first/last name, and corporate email with a request to join myibi. We'll send you a join link in return.

# Prioritizing Cases

When you open a case with Information Builders Customer Support Services, whether by phone or through the technical support website, it is assigned a severity level based on the seriousness of the situation. This allows our support professionals, who handle other cases simultaneously, to determine a priority level for each case.

Customer support specialists use the codes as a guide to prioritize their work. The greater the severity of your case, the more important it is that a support professional gets back in touch with you quickly to resolve your issue in a timely fashion. We track our support specialists' performance against the response times assigned to each code, and that self-monitoring forces us to constantly strive to maintain a high level of service, perform consistently, and make improvements wherever needed.

## Severity Code Definitions

It is important to understand how our severity codes are assigned. The better you understand them, the better you can anticipate how we work toward resolution of your support case. By choosing the appropriate severity level, you help us ensure we are dedicating the appropriate resources to the problem.

### Severity 1: Emergency situation, application or production down

Response time goal: within an hour

- Mission-critical application has failed
- Production system is down, preventing you from conducting certain business functions
- A deadline related to an application issue is approaching fast (e.g., critical report needed immediately for upper management)

### Severity 2: System function is impaired

Response time goal: within three hours

- Customer system is severely impaired
- New customer has unsuccessfully attempted to install software
- Unknown problem has stalled product evaluation
- Customer has general question regarding a product evaluation
- SOC4, core dump, segmentation fault, or server connectivity errors are occurring

### Severity 3: Application issues

Response time goal: within five hours

- Application does not function, but is not immediately critical
- Customer has a serious problem, but has been given a workaround

## Severity 4: Information issues

Response time goal: within eight hours

- General how-to questions and/or techniques\*
- Documentation errors or enhancements
- Documentation requests
- Media requests and software downloads
- New feature requests
- CPU registrations
- License codes

\* Users also find it useful posting questions on myibi.

## Prioritizing Cases

The support specialist assigned to your case makes sure you have all the information available on the progress of your case. Communication with the customer during the resolution of a case is always a priority.

Severity Code	Initial Response Time (in hours)		
	Basic	Premium Startup	Premium
1	1	1	1
2	3	1	1
3	5	1	1
4	8	1	1

# Technical Issue Resolution

## Before Contacting Customer Support

Before you contact Information Builders Customer Support Services, we recommend you take the time to address the following questions (a Call Log Worksheet is provided at the end of this document):

- Are you receiving any error messages or codes?
- Is the problem isolated to one system or more?
- Has the problem occurred before?
- If the problem hasn't occurred before, has anything in the environment or the application changed? For example, was a new operating system installed? Were there changes to the application code? Has the directory structure changed?
- Is the environment functioning properly? For example, if a network or communications subsystem is involved, is it working properly?
- Have you verified your database connectivity and availability?
- If you get errors while trying to access a relational database, can you access the database using the native language?
- If the problem occurs with a complicated request, does a simple request generate the same results?
- When using the sample data included with the product, does the problem occur?

## Error Codes and System Messages

If you have received error messages, make note of any of the following you may have encountered:

- WebFOCUS or iWay error messages
- System error messages
- Interface error messages
- Other error messages
- ABEND codes

Once you have run through these questions and taken note of error codes and system messages, you will be ready to provide a description of the problem on our Technical Support Center website or when contacting a support professional by phone. We may ask for additional files such as SAVEDIAG, traces, or dumps to help identify the problem.

## Assistance With Tips and Techniques

For assistance with tips and techniques, or application development issues, please visit myibi, Information Builders online community at [https://ibi.influitive.com/users/sign\\_in](https://ibi.influitive.com/users/sign_in).

# Contacting Customer Support

## Site Code Required

You need your company site code to obtain technical support online or by phone. This information is essential for entering your case in our customer support database. Customers may submit cases for products with a valid six-digit site code in the form of xxxx.xx.

You may obtain site code information as follows.

## WebFOCUS and iWay

To obtain your site code, contact your site administrator or local Information Builders regional office.

## FOCUS

- Mainframe users, type the following at the FOCUS prompt: ? RELEASE
- OpenVMS FOCUS users, type: HELP SITECODE
- Developer Studio users, click *Help*, then click *About*
- UNIX FOCUS users, type: ?REL or ?GEN

## Managing Cases Online

InfoResponse *LIVE* is Information Builders case management application to open, update, and view support cases online. This application provides collaborative capabilities that extend our delivery of excellence in customer support services.

Using InfoResponse *LIVE* for case management, you can:

- Access a personalized user dashboard that is powered by WebFOCUS Business Intelligence Portal.
- Open and update cases directly within the application.
- View your cases by status and by site code.
- Upload files in real time to a secure file upload location.
- View your case list as an active report for filtering and sorting.

Initially, we respond to all cases submitted online according to severity. When you open an online case after hours, or during a weekend or holiday, we respond to it the next business morning, unless you request support from the next available support office.



Although you may log cases of any severity online, we recommend that you do so only for Severity 3 and Severity 4 cases. You may also use InfoResponse *LIVE* for Severity 2 cases, but only if the level of urgency warrants doing so. If you do, we encourage you to add comments in the online form to specify the level of urgency. Severity 1 cases are emergencies that should always be reported by telephone.

If you require a faster response than the level of severity would normally call for, or if you have an emergency, call [Customer Support Services](#) at one of the phone numbers on the next page.

Shortly after you open a new case or submit an update, a technical support representative will assist you.

### **Secure Data-Handling Upload Facility**

The Secure Data-Handling Upload Facility implements secure post-transmission handling for sensitive files. It provides an extra measure of security when transferring sensitive files to Information Builders. It is available using Case Management.

## Contacting Customer Support by Telephone

You may access our telephone-based support any time of day or night, seven days a week. We offer a toll-free customer support number to the countries listed in the following chart.

Location	Branch Office	Local Support Hours	Customer Support Services* (Toll-Free)**
North America	1-800-736-6130 1-212-736-6130 1-212-564-1881 Fax	8 AM to 8 PM (EST) Monday to Friday	1-800-736-6130
Australia	1-800-335-673	Office Hours Monday to Friday excluding public holidays	0011-800-7366-1000
Belgium	+31-20-456-33-22		00-800-7366-1000
Brazil	+55-11-3372-0300		0021-800-7366-1000
France	+33-1-49-00-66-20		00-800-7366-1000
Germany	0800-845-2521		00-800-7366-1000
Italy	+39-02-3031-4516		00-800-7366-1000
Mexico	+52-5550-620-660		001-800-7366-135
Netherlands	+31-20-456-33-22		00-800-7366-1000
Portugal	+34-91-710-2294		00-800-7366-1000
Spain	+34-91-710-2294		00-800-7366-1000
Switzerland	0800-845-2521		00-800-7366-1000
United Kingdom	+44 (0) 207-107-4001		00-800-7366-1000
All other locations	Contact your local agent		
<p>*<b>Customer Support Services</b> provides 24 hour coverage, 365 days a year. 24 x 7 eligibility is required. Support is in English only.</p> <p>** <b>Calls from mobile phones</b> to international toll-free numbers may not be accepted in certain countries.</p>			

## Business Hours Telephone Menu

When you contact Customer Support Services by phone, our automated response system prompts you for the following:

- For an existing case, press **1**. You will be prompted to enter your case number.
- If you have a premium case with an access code, press **2**. You will be prompted for your access code, you will follow the menu options noted below, and you will speak with a premium technical support representative.
- All other customers, press **3**.
  - For WebFOCUS, including App Studio, InfoAssist, Maintain, ReportCaster, or Business Intelligence Portal, press **1**.
  - For WebFOCUS Reporting Server or DataMigrator, including Resource Analyzer or Resource Governor, press **2**.
  - For FOCUS, press **3**.
  - For our data management platform products, including iWay Service Manager and Omni, press **4**.
  - For all other issues or to speak with a technical support representative, press **0**.

Once you make your selections, your call is routed to a support professional that specializes in the product about which you are calling. The technical support specialist will ask you for the following information:

- Your name, company name, phone number, and email address.
- Site code: A six-digit code assigned to your company. The format is *xxxx.xx*.
- Product: The Information Builders or iWay product about which you are calling.
- Summary: A brief description of the problem or question.
- Configuration: Details of all products, data sources, and operating systems relevant to your question. This helps prevent any delays in finding a resolution for your specific environment.
- Full explanation: Details of what you aim to achieve, error messages received, whether you are working on a new or existing application, whether the problem is constant or intermittent, or if the product ever worked. You also should include any supporting files to facilitate the reproduction of complex issues.

Once you provide this information, a support professional will use any diagnostics tool necessary to isolate the problem. If additional information is required, files may be requested to assist us in reproducing the issue.

## **Weekend Telephone Menu**

Weekend hours for Customer Support Services are from Friday at 8:00 pm until Sunday at 7:00 pm (EST). Our automated response system prompts you for the following:

- If you are an InfoResponse Premium customer and wish to report a production down situation, press **1**. This option requires you to enter your five-digit authorization code.
- If you would like to speak with the next available technical support representative, press **2**. This option is for Basic or Premium customers requiring technical support outside of regular business hours.
- If you are a North American customer and would like to leave a message, which will be responded to on the next business day, press **3**.

## **Customer Surveys: How Are We Doing?**

We strive to make your contact with Information Builders Customer Support Services a successful experience. You can let us know whether we have succeeded in this goal by filling out a survey. Should you be selected to participate in a survey, we encourage you to fill it out and return it promptly. Survey results guide us in evaluating and refining our services to ensure we always provide the highest level of support possible.

# Software Delivery

## Maintenance Releases

Occasionally customers call Information Builders with a problem that has not been encountered before. If it is determined that your case warrants a software fix, the support professional handling your case may need a reproduction of the problem. Once the reproduction is completed, we assign an internal research number (IRN) to the problem. The IRN is then forwarded to the software group for programmers to create a fix.

Once programmers complete the fix, Information Builders Quality Assurance Department packages it with other fixes for the next scheduled release. On average, Information Builders releases an update every two weeks.

To request a Maintenance Release, visit our Technical Support website, click *Download*, and then select *My Downloads and Shipments*.

## Software Releases

To ensure that our products remain on the cutting edge of technology advances, we have a schedule calling for one new release per year for most of our products. Software releases include new features and architectural changes, and enhancements that we develop based on customer requests and analyses of market trends in different industries.

## Information Builders Release Support Statement – August 2016\*

Information Builders is committed to supporting our customers' usage of WebFOCUS so that existing production applications will run without interruption. In addition, our release support policies allow for new development and migration activity to proceed in parallel at a pace determined by customers' priorities and plans.

WebFOCUS releases are in Full Support for both product fixes and new features (with consideration to architecture review) for a period of five years from each release's initial General Availability date. Following this time period, a release is still supported, but transitions to Legacy Maintenance. This means that customers can continue to utilize all available support facilities via our Technical Support Center, Customer Support Services, and Premium Support. We will respond to all questions, issues, and requests for assistance. In terms of product fixes, we still remain committed to make all reasonable effort to fix critical issues, including but not limited to security fixes. In general, these Legacy Maintenance releases are supported within the confines of environments, configurations, and platforms certified by Information Builders.

\* Please check the [Technical Support Center](#) for the latest release support information.

### Download Facility

Access the Download Facility from the Technical Support Center homepage to download our maintenance releases, new software releases, and corresponding technical content. Login is required. The URL is:

<http://techsupport.informationbuilders.com/tech/download.html>.

Product fixes for Information Builders are included in maintenance releases, product temporary fixes (PTFs), and patches. By browsing the list of fixes available online, you may find one that applies to your particular situation. If the software fix you need is already available for general use, you may download it immediately without a phone call. However, some fixes are specific to certain customers or releases, or may be dependent on applying other fixes first. These fixes cannot be downloaded immediately. In these cases, there will be instructions to contact Customer Support to request a fix and discuss your situation before it can be shipped or made available through download.

# Additional Services

## Professional Services

A time may come when you need professional services as you embark on a new IT project. You may leverage Information Builders Professional Services in such cases. Professional Services specializes in building custom-tailored web decision support systems that leverage our WebFOCUS business intelligence solution and iWay integration and data integrity solutions.

Information Builders Professional Services include the following competencies:

- Business intelligence systems
- Internet/extranet/intranet systems
- Data warehousing
- Application re-hosting and reengineering
- Production system maintenance and support
- Offshore system development
- Data governance: data profiling, data quality, and master data management

For more information about partnering with Information Builders Professional Services, contact your local Information Builders regional office, call (800) 969-4636, or visit <http://informationbuilders.com/consulting>.

## Technical Knowledge Management

The Technical Knowledge Management department provides you with award-winning knowledge-based support services. These include customer education, customer enablement, technical content management, and support for our myibi community.

## Customer Education

Your business will reap substantial benefits by taking advantage of the extensive customer education and training available from Information Builders. We offer a blended training solution that includes complimentary self-service learning resources, customer KnowledgeShare webinars, self-study courses, instructor-led onsite and online courses, personal training and mentoring, and other customized learning programs tailored to support your specific learning needs. Our role-based WebFOCUS, iWay, and Omni curricula make it easy for you to build proficiency with ibi products at any stage of your interaction with our products.

We also offer a unique accreditation process for WebFOCUS and Omni-Gen Master Edition. Our Accreditation program combines hands-on education with proctored testing procedures to ensure that individuals attain high levels of proficiency in WebFOCUS skills. Accreditation is available for these roles:

- WebFOCUS Designer
- WebFOCUS Developer
- WebFOCUS Business Analyst
- Omni-Gen Master Data Edition

To review our complete educational offerings, visit us at:

<http://informationbuilders.com/education>.

## **Customer Enablement Services**

Our Customer Enablement Services team facilitates your productivity and success with ibi products. Services and programs include:

- WebFOCUS HealthCheck
- Learning plans
- Managed Release Program
- Customer Education Advisory Program
- Product-based tips and techniques sessions

For more information about any of these services, contact us at [Learn\\_Now@ibi.com](mailto:Learn_Now@ibi.com).

## **Technical Content Management**

These teams provide release-specific technical content, videos, and related release technical content products and services to support your self-service success with ibi products. These include: product-based KnowledgeBases, YouTube Technical Video channel, packaged and hosted online help, Technical Resource Centers, and more!

Additionally, these teams conduct User Experience sessions to enable preview, review, and feedback about our existing customer services. We strive always to provide the best customer experience possible and channel your insights into our innovations and continuous improvement efforts. To connect, contact us at [Customer\\_Services@ibi.com](mailto:Customer_Services@ibi.com).

## myibi Community

myibi is our community platform that enables you to connect and collaborate with Information Builders customers and partners around the world. Share knowledge about Information Builders products and solutions, ask questions, and browse answers and tips.

Take advantage of the rich features you'll find in myibi forums and community, which include:

- **The ability to interact and collaborate with worldwide ibi customers and partners:** Welcome to a dynamic community of people who are as enthusiastic and invested as you are about using data, analytics, and applications to innovate.
- **Easy access to pertinent resources:** myibi offers a personalized digital experience designed to be fun, engaging, and educational, with support to tackle new problems and learn new ideas.
- **Opportunities for professional development:** myibi recognizes your expertise and helps build your reputation and status, providing a direct feedback channel for input and guidance on products and strategy, so your voice is being heard and is answered.
- **Something for everyone:** myibi's segmented design make it easy to find what you're looking for, whether you're a seasoned developer or a new user – and we've made it easy to add new multi-threaded, peer-to-peer discussion forums.
- **Built-in gamification:** Members earn points and receive rewards for completing challenges and participating in the community, and have some fun, too.

Visit myibi today at [https://ibi.influitive.com/users/sign\\_in](https://ibi.influitive.com/users/sign_in).

Not a member? Send an email to [myibi@ibi.com](mailto:myibi@ibi.com) with your company name, first/last name, and corporate email with a request to join myibi. We'll send you a join link in return.



## Technical Support Center

The Technical Support Center user interface is an important part of your customer success. Customer input drives our updates to the Technical Support Center. Continue to let us know how the website supports your efforts and what we can do to keep you successful with ibi products.

Your feedback is critical to accomplishing our customer success goals. Ideas, questions, and feedback are welcome! You can provide feedback by using the Feedback tab available from every Technical Support Center page.

# Additional Services

## Call Log Worksheet

Company name	Site code(s)	
Case number	Severity	Date

### Configuration

Product/version	Operating system/version
Product/version	Operating system/version
Product/version	Operating system/version

### Problem Summary

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- ✓ Are you receiving any error messages or codes?
- ✓ Is the problem isolated to one system or more?
- ✓ Has the problem occurred before?
- ✓ Has anything in the environment or the application changed?
- ✓ Is the system or network connectivity functioning properly?
- ✓ Have you verified your database connectivity and availability?
- ✓ If you get errors with a relational database, does it work using the native language?
- ✓ Does a simplified request generate the same results?
- ✓ When using the sample data included with the product, does the same problem occur?
- ✓ Did you upload any files to our FTP or Case Management site?



Worldwide Customer Services

# Global Support Guide



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Information Builders, Inc.  
Two Penn Plaza  
New York, NY 10121-2898