

# Support Process

## Client Support

### Tyler Technical Support

*Goal: To provide an effective support mechanism that will guarantee timely resolution to calls, resulting in high-level client satisfaction.*

### Contact Us

Call Tyler's toll free number (800-328-0310), log a support request online through the Tyler Client Portal available at Tyler's Support Web site ([www.tylertech.com](http://www.tylertech.com)), or email [support@tylertech.com](mailto:support@tylertech.com).

### Support Organization

Tyler's Technical Support Department is divided into multiple "product-specific" teams: Financials, Payroll/HR/Pension, OS/DBA (Operating System and Database Administration), and TylerForms and Reporting Services.

These "product-specific" teams allow support staff to focus on a group of products or services. A group of specialists assigned to each team handle calls quickly and accurately.

Each team consists of a both Support Analysts and Technical Support Specialists with an assigned Team leader. The Team Leader is responsible for the day-to-day operations of the team and ensures we provide exceptional technical support to our clients. The Support Analysts are responsible for assisting the team with clients' issues, and provide on-going team training. Technical Support Specialists are responsible for diagnosing and resolving client issues in a timely and courteous manner.

### Standard Support Hours

Applications	Hours
Financials	6:00am-6:00pm Pacific Monday-Friday
Eden Payroll/HR/Pension	5:00am-6:00pm Pacific Monday-Friday
OS/DBA	7:00am-6:00pm Pacific Monday-Friday
TylerForms & Reporting Services	5:00am-3:00pm Pacific Monday-Friday

## **Tyler Online Support**

Once registered as a user on Tyler's Support Web site at [www.tylertech.com](http://www.tylertech.com), a client can ask questions or report issues to Support using the Tyler Client Portal (TCP) application which allows them to log an incident to Technical Support anytime from any Internet connection. All TCP account, incident and survey data is available in real-time.

The reporting agencies contact information defaults when a new support incident is added. The client is then prompted for required information including Incident Description, Priority, Product Group and Product Module. Unlimited work-note text is available to describe the question or problem in detail, plus supplemental information such as files or screenshots that may be helpful to Support can be attached to the support incident.

When a new incident is added, the incident number is presented on the screen, and an automated e-mail response that includes the incident number is sent to the submitter. The new incident is routed to the appropriate Technical Support Team queue for response. They will review the submission, research the issue, and respond via e-mail according to the priority of the incident.

## **Tyler Online Resources**

Once registered as a user on Tyler's Support Web site ([www.tylertech.com](http://www.tylertech.com)), clients have access to Tyler Client Portal, as well as other resources such as online documentation, Tyler community, group training schedule/sign-up, and annual user conference updates/registration.

## **Customer Relationship Management System**

Every Tyler Client Portal submission, direct telephone call, or e-mail from the client is logged into our Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident, including the person calling, time of the call, priority of the call, description of the incident, support recommendations, client feedback and resolution. For registered users on Tyler's Support Web site, a list of calls is available real-time under the Tyler Client Portal (TCP).

## **Incident Numbers**

Assigned incident numbers provide a method to easily identify the issue that is currently under investigation. As an example, if the client is not available when support attempts to make contact, we will leave a message with the assigned incident number. When the client becomes available, they can reference this number reducing the need to re-explain the issue. This unique open incident number ensures that the client and support staff are referencing specific open issues to prevent miscommunication and avoid added resolution time.

## Call Response Goals

Support's goal is to respond to clients' requests as quickly as possible with consistent and regular progress review and updates. The chart below provides information regarding Tyler Support's targeted resolution times.

Open Call Priority	Maximum number of days a support call is open	Support managers and analysts review open calls
1	Less than a day	Daily
2	10 Days or less	Every other day
3	30 Days or less	Weekly
4	60 Days or less	Weekly

## Call Priorities

A call escalation system is in place where, each day, Support Analysts and Product Support Managers, review open calls in their focus area to monitor progress.

Each call logged is given a priority (1, 2, 3, or 4) according to the client's needs/deadlines. The goal of this structure is to clearly understand the importance of the issue and assign the priority for closure. The client is responsible for setting the priority of the call. Tyler Support tracks responsiveness to priority 1, 2 and 3 calls each week. This measurement allows us to better evaluate overall client satisfaction.

**Priority 1 Call** — issue is critical to the client, the application or process is down.

**Priority 2 Call** — issue is severe, but there is a work around the client can use.

**Priority 3 Call** — issue is a non-severe support call from the client.

**Priority 4 Call** — issue is non-critical for the client and they would like to work with Support as time permits.

## Following Up on Open incidents

Some issues will not be resolved during the initial call with a Support Technician. If follow-up communication becomes necessary on an open incident, the client can simply contact the appropriate Support Team and reference the incident number to the Technician who answers or leave this information in a message for the team. Referencing the open call number allows anyone in support to quickly follow up on the issue. Clients can also update the incident through TCP on Tyler's Support Web site ([www.tylertech.com/client-support](http://www.tylertech.com/client-support)) and add a note requesting follow-up.

## Timely TCP Progress Updates

Our technicians are committed to providing the client timely updates on the progress of open support incidents via the Tyler Client Portal. The frequency of these updates is determined by issue priority.

**Priority 1 Incidents** — Daily updates (only if phone contact is not possible)

**Priority 2 Incidents** — Weekly Updates

**Priority 3 Incidents** — Bi-weekly Updates

**Priority 4 Incidents** — Bi-weekly Updates

Updates will also be provided for any issue, regardless of priority, when action items have been completed or when there is pertinent information to share.

## Escalating a Support Call

If the situation to be addressed for an open incident with Tyler Support has changed and the priority needs to be adjusted, the appropriate Support Team can be contacted and a request can be made to the assigned technician. If the issue needs more immediate attention, the client can contact either the Product Support Team Leader or the Product Support Manager for additional assistance. Both of whom are available to ensure the client receives a comprehensive and complete support experience.

## Microsoft® Escalation Resources

Tyler Staff have a direct relationship with the Microsoft Sustained Engineering team for the MS Dynamics AX® product suite. If necessary, Tyler staff will collaborate with Microsoft Support to resolve both escalated issues and software defects.

## Remote Support Tool

Some Support calls may require further analysis of the client's database or setup to diagnose a problem or to assist with a question. GoToAssist® shares the end user's desktop via the Internet to provide a virtual on-site support experience. The GoToAssist® tool from Citrix ([www.citrix.com](http://www.citrix.com)) provides a highly secure connection with 128-bit, end-to-end AES encryption. Support is able to quickly connect to view setup, diagnose problems, or assist with screen navigation.

At the end of each GoToAssist® session, there is a brief survey which allows the client to provide accurate and up-to-date feedback on the Tyler Support experience. Tyler leadership reviews the survey data regularly in order to continually improve our Support services.