



HOW-TO

# Getting the Most Out of MSP Technical Support

# Overview

## ABOUT THE GUIDE

Our technical support guide is designed to provide our customers with helpful information to efficiently and effectively resolve product questions with our technical support team. This guide provides a set of best practices and tips for reaching out to technical support with an overview of how cases are processed.

## ABOUT TECHNICAL SUPPORT

With support engineers available globally, the technical support department at SolarWinds MSP is focused on creating outstanding customer experiences at every opportunity. Our 24/7 department\* works in collaboration with the application engineers and escalation managers to provide timely and accurate solutions to our customers.

*\*24/7 support is available 363 days a year (support is not available on December 25 or January 1) for most products excluding SolarWinds® N-central®*

# Product Resources

A variety of product resources are available to assist customers with learning the product and addressing basic technical issues. See below for a list of resources available for our products.

## Self-Service Content

A variety of content is available for customers on the Customer Success Center, including knowledge base articles, product documentation, videos, and community discussions. You can search this content by visiting [success.solarwindmsp.com/](https://success.solarwindmsp.com/). From here, you can also enter new support cases.

## Product Status

Looking for information on planned maintenance or intermittent issues with product performance? Visit our dashboard at [uptime.solarwindmsp.com](https://uptime.solarwindmsp.com)

## Release Information

Release notes for our products can be accessed online by visiting [status.solarwindmsp.com/release-notes/](https://status.solarwindmsp.com/release-notes/)

However, N-central release notes will still be posted and accessed in the community.

## Community

Have a question you want to ask other SolarWinds® MSP customers? Try our online community for technical questions related to our products:

[success.solarwindmsp.com/forum-topic/](https://success.solarwindmsp.com/forum-topic/)

## Product Training

Looking for business or technical training? Visit our MSP Institute for featured live and self-paced trainings:

[success.solarwindmsp.com/training/](https://success.solarwindmsp.com/training/)

## Feature Requests

Have a great idea for one of our products? Feature requests can be submitted at:

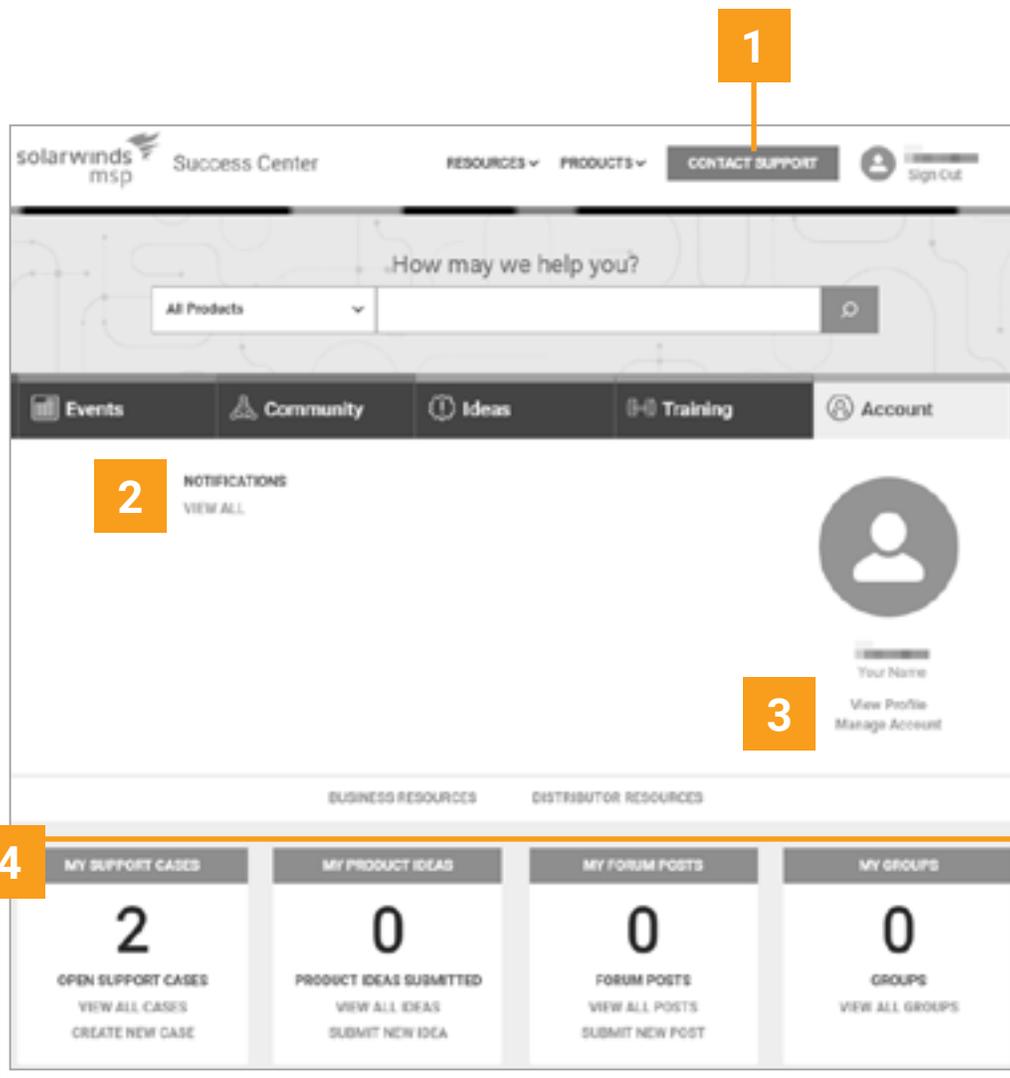
[success.solarwindmsp.com/feature-request/](https://success.solarwindmsp.com/feature-request/)

# Navigating the Customer Success Center

The Success Center can be accessed by visiting

[success.solarwindmsp.com/](https://success.solarwindmsp.com/)

See below for an overview on navigating the Success Center, including updating your profile, managing users, and reviewing prior cases.



**1** Easily interact with support by chat, case form, or phone by clicking **CONTACT SUPPORT**.

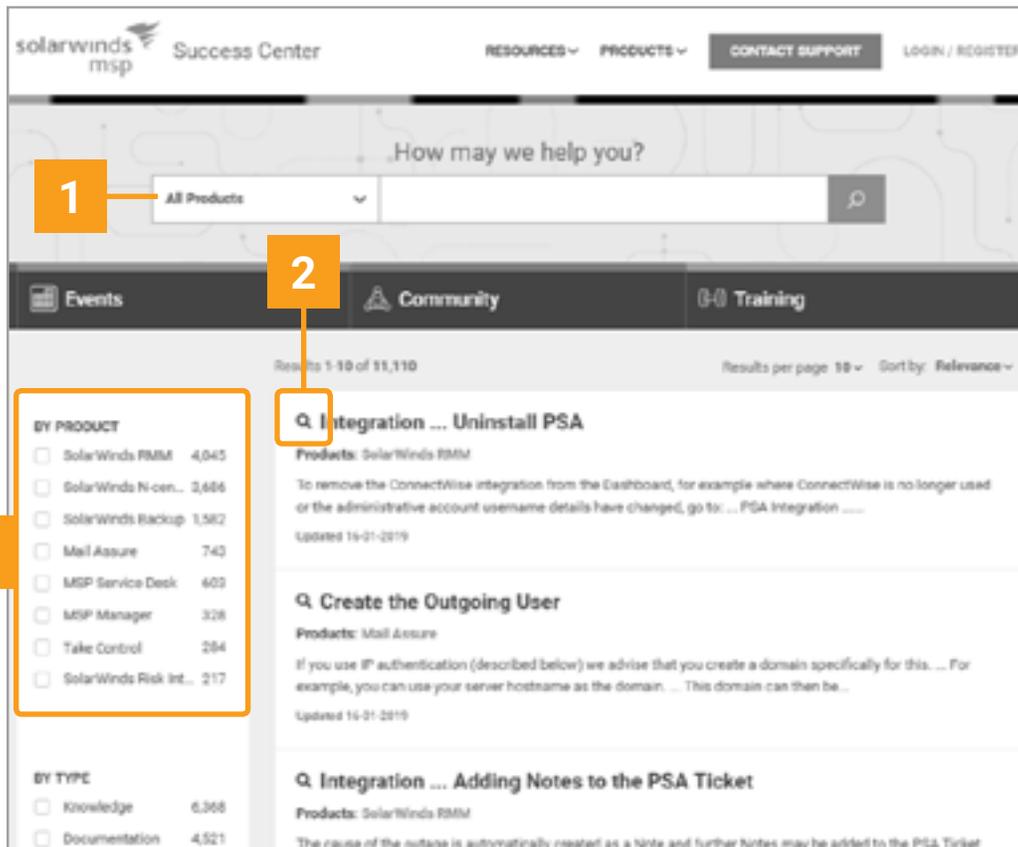
**2** View standard and emergency notifications.

**3** Manage your account by clicking on **MANAGE ACCOUNT** or update your profile by clicking on **VIEW PROFILE**.

**4** Easily navigate through various sections of the Success Center under **ACCOUNTS TAB**. Manage support cases, review product ideas, participate in community conversations, and join user groups.

# Support Self-Service

Our [success.solarwindmsp.com/kb/search](https://success.solarwindmsp.com/kb/search) allows users to search for product documentation and resources in a single search experience. See below for an overview of how to use the search feature.



**1** Click on the product tabs to narrow the results to specific products.

**2** Preview the content by clicking on the magnifying glass.

**3** Looking for content related to an integration? Try selecting both products in the filter options.

# Contacting Support

If you cannot find the answer you were looking for through our self-service options, our technical support team can be reached through chat, form cases, or phone. See below for additional details on each of these options.



## **Chat (from Customer Success Center)\***

The chat feature provides a quick and easy way to address simple support inquiries.



## **Chat (within product)\***

Several of our products also allow you to create a support case directly from within the product.



## **Customer Success Center\***

Recommended for nonemergency cases, this option provides users with the ability to work with a support engineer asynchronously to address questions and technical issues.



## **Phone**

Phone support is provided 24/7. Support contact numbers by region can be located on the next page.

*\*Please note that supported browsers for the customer support portal include Microsoft Edge®, Chrome®, and Firefox®.*

# Contacting Support

Have an emergency case and want to contact support via phone? See below for our contact information.

The phone number for your region can also be found by clicking **CONTACT SUPPORT** at the top of the Customer Success Center.

For assistance contact:

<b>US/CAN</b>	<b>1-855-679-0817</b>
<b>EMEA</b>	<b>+44 (0) 1382 309040</b>
<b>APAC</b>	<b>+61 (0)2 8412 4905</b>

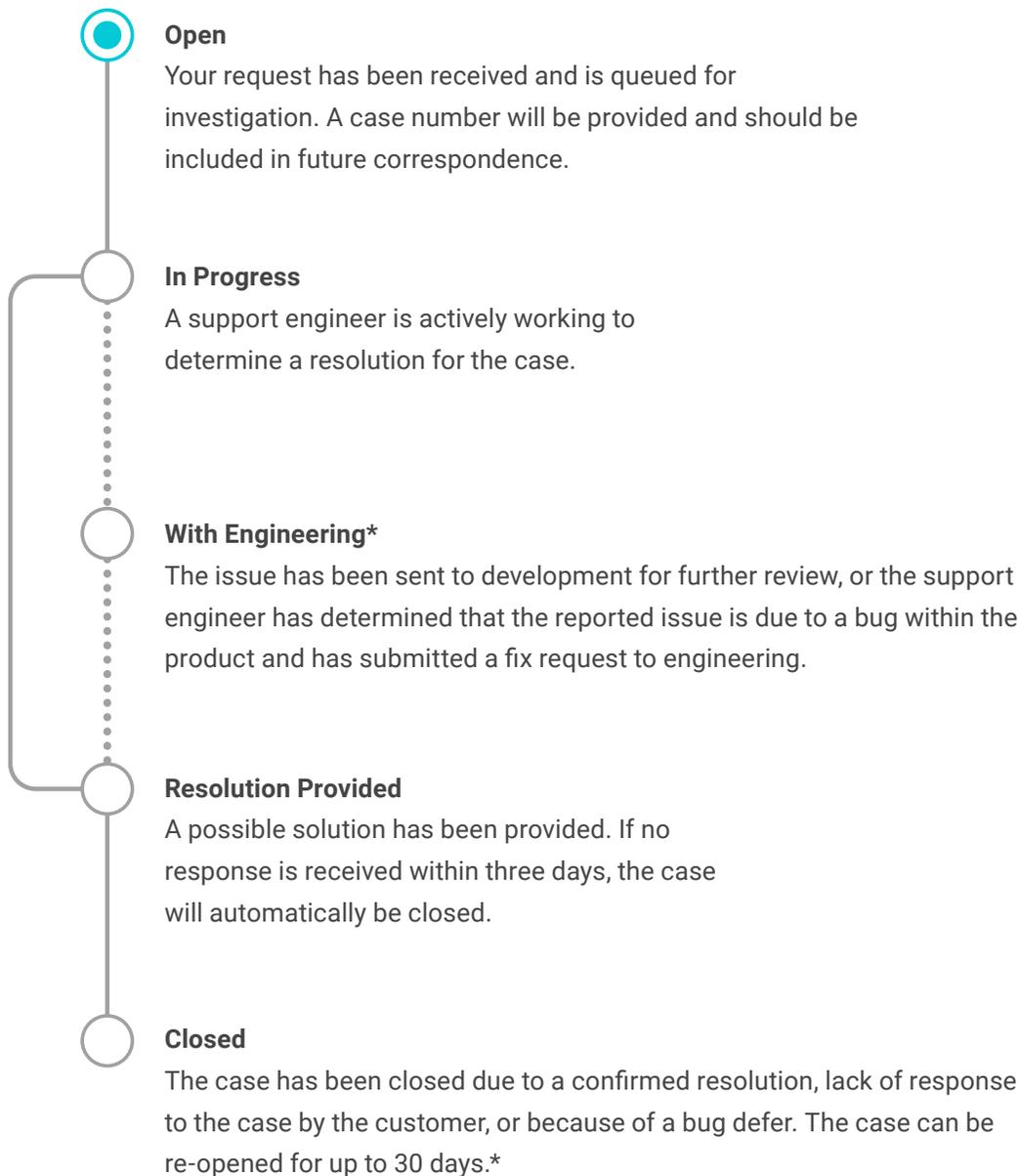
# Severity Levels

Support tickets are categorized according to their severity level. The appropriate severity level of a support ticket will be confirmed by SolarWinds MSP according to the guidelines listed below. It is not possible to define every issue; therefore, these examples are provided for guidance purposes only. SolarWinds MSP reserves the right to review and determine the assigned severity level for each support ticket in its sole discretion.

<p><input type="checkbox"/> <b>Normal</b></p>	<p>Product is functional with noncritical, minor, or intermittent issues.</p> <p>Minor functionality degradation.</p> <p>Incidents that do not prevent operation of a production system.</p> <p>Procedural workaround is available.</p> <p>Minimal to no business impact or a low number of users impacted.</p> <p>Examples include requests for documentation, feature requests, technical information, how-to questions, and product use questions.</p>
<p><input type="checkbox"/> <b>High</b></p>	<p>Product is functional but with consistent or major issues causing significant loss of functionality to an area or feature.</p> <p>Product is usable but severely limited.</p> <p>An inconvenient workaround or no workaround exists.</p> <p>A high number of users are impacted or unable to perform their normal responsibilities, but the product can be used in a limited capacity.</p>
<p><input type="checkbox"/> <b>Emergency</b></p>	<p>Product is completely down, unusable, or inaccessible by all users.</p> <p>Issues with the product have an urgent business-critical impact to users and result in the product being inoperative.</p> <p>These issues are considered an emergency, preventing all users from performing their normal responsibilities.</p> <p>No procedural workaround is available.</p> <p>Examples include but are not limited to: remote control outage, failure to restore critical server from backup, failure to re-activate server, active malware infection requiring remediation assistance, or all users not receiving mail.</p>

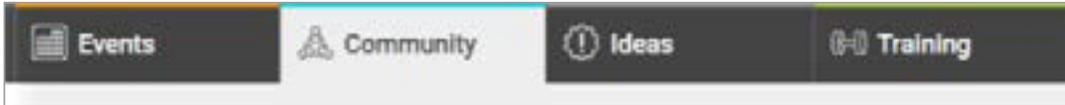
# The Road to Resolved

Before a case is closed, it goes through several stages in the case life cycle. An overview of the five phases within this life cycle can be found below.



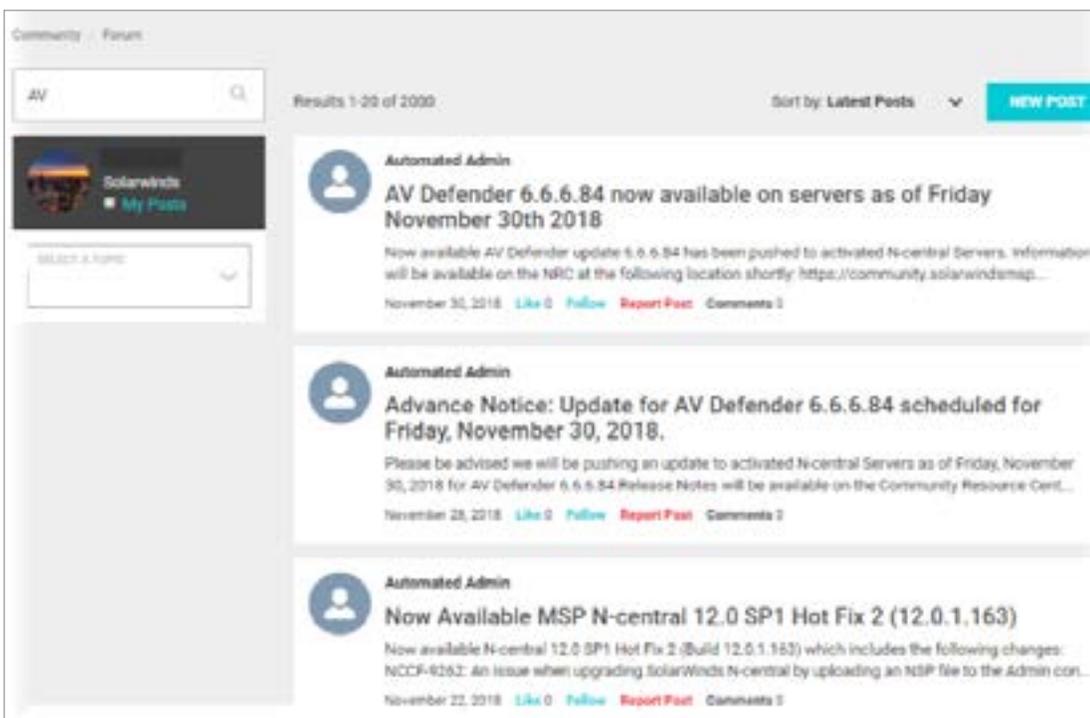
*\*Most support cases will not need to go to engineering; however, if the case is submitted to engineering, please note that the building and deployment of a fix will be based on the severity of the issue and the number of customers affected. When a fix is made available, your support engineer will contact you through the case to let you know that the issue has been resolved.*

# Community



The Customer Success Center is home to community discussions and an online Q&A section for our customers to exchange ideas and advice on technical issues. We have also included business best practices as a topic!

Forums can be accessed by visiting [success.solarwindmsp.com/community/](https://success.solarwindmsp.com/community/)

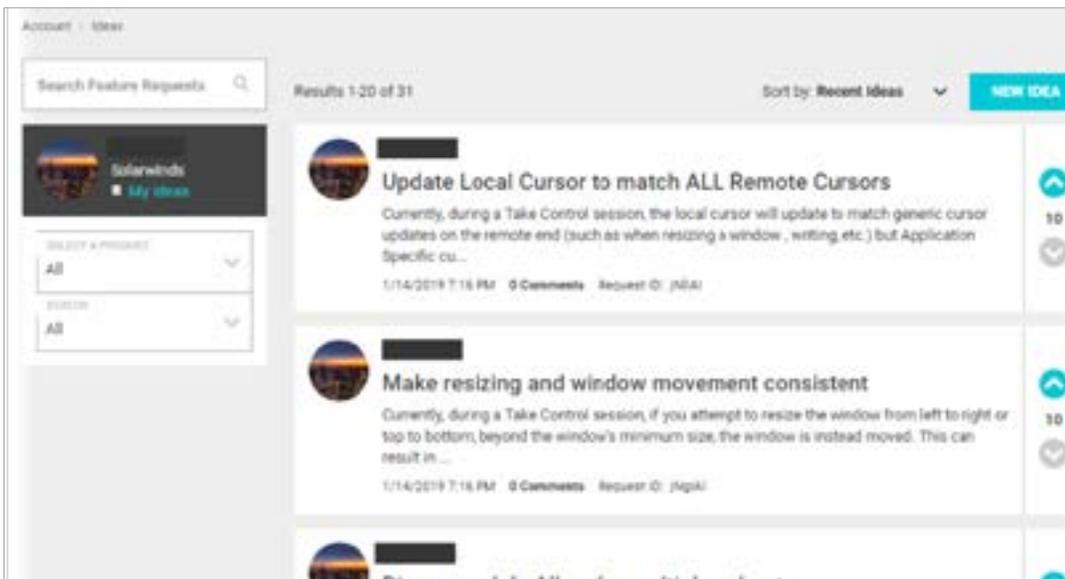


# Feature Request (Ideas)

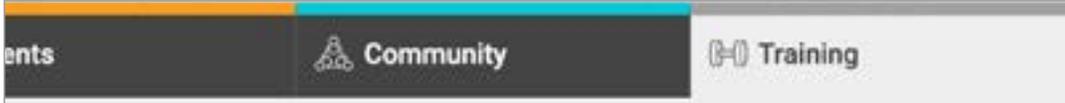


The Customer Success Center now includes feature requests. Submit feature ideas, cast your votes, and tell us what business challenges you're trying to solve. Your insights and votes help us know what matters the most to you!

Ideas can be accessed by visiting [success.solarwindmsp.com/success/feature-request](https://success.solarwindmsp.com/success/feature-request)



# MSP Institute



Training at SolarWinds MSP has a new home! MSP Institute offers the training solutions you need to empower your team to be both effective and efficient in all areas of your business. With new content added regularly, the institute features a mix of self-paced learning opportunities and downloadable resources. To get started, search our technical or business series for your topic of interest or click on one of our training categories to view a list of content offerings.

MSP Institute can be accessed by visiting [success.solarwindsmsp.com/training/](https://success.solarwindsmsp.com/training/)



Technical Series



Business Series

# Feedback

Our mission in the technical support department is to provide an outstanding support experience at every opportunity.

In the event that we have not provided a satisfactory experience, we encourage you to contact us to share feedback and to determine next steps.

## Want to provide us feedback or your thoughts on the Success Center?

Provide us valuable feedback regarding your experience of the new Success Center by clicking **LEAVE FEEDBACK** at the bottom of every page.

## Looking for an update on your case?

If you would like an immediate update on your case, please contact the technical support department via phone or chat.

## Want to speak with a support manager about your support experience?

Cases can be escalated through three methods:

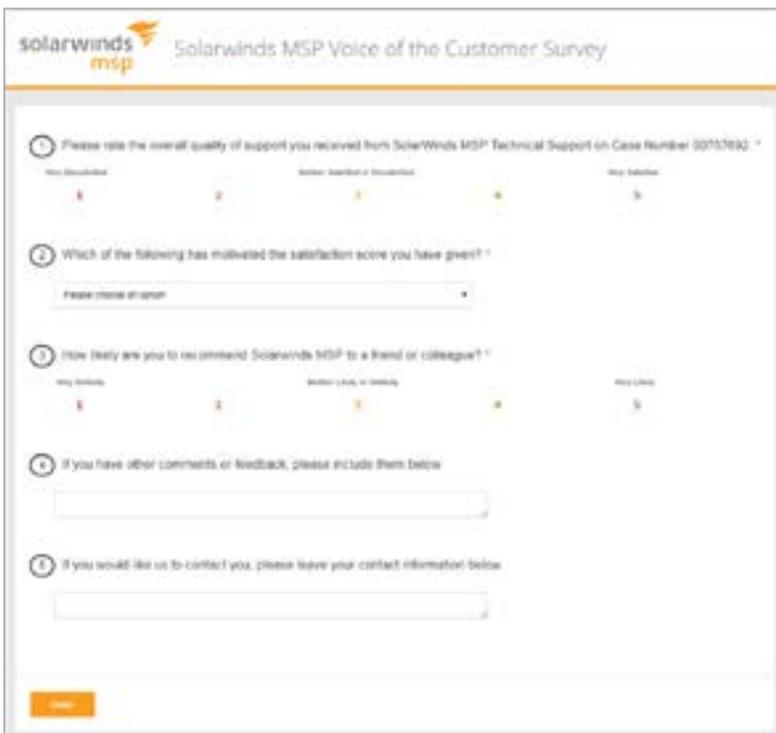
- 1. Case Comment** – During the case, if you would like to speak with a manager leave a comment on the case to request a call back.
- 2. Through Your Support Survey** – After each case is marked as closed, a survey is sent to the customer to share feedback. If you would like a member of the support management team to contact you about your experience, you can use the form to request to speak with them.
- 3. Through Your Account Representative** – If you have not yet received a support survey and would like for the case to be escalated, you can also contact your account representative in sales to request that the case be escalated.

When escalating the case, please share your reason for escalating, the impact of the issue to your business, and the desired outcome. With this information, we will work with you and any needed departments within SolarWinds MSP to determine next steps.

## Satisfaction Surveys

In order to continuously improve the level of support offered, we provide customers with an opportunity after each case to share feedback on their support experience. The five-question SolarWinds MSP Voice of the Customer Survey is sent automatically after the closing of each case and asks you about the quality of support received, motivation for the score (the why), and if you would like to be contacted by a support manager.

Additional surveys may be sent to you throughout the year to collect your feedback on specific support topics, such as our Success Center, customer effort, training, etc. We encourage you to engage in these activities so we can continue to learn about your needs and expectations as a SolarWinds MSP customer.

A screenshot of the SolarWinds MSP Voice of the Customer Survey form. The form is titled "SolarWinds MSP Voice of the Customer Survey" and includes the SolarWinds MSP logo. It contains five numbered questions: 1. A rating question about the overall quality of support received from SolarWinds MSP Technical Support on Case Number 00157632, with a scale from 1 (Very Dissatisfied) to 5 (Very Satisfied). 2. A question asking which of the following has motivated the satisfaction score given, with a dropdown menu for "Please choose at least one". 3. A question asking how likely the respondent is to recommend SolarWinds MSP to a friend or colleague, with a scale from 1 (Very Unlikely) to 5 (Very Likely). 4. A question asking for other comments or feedback, with a text input field. 5. A question asking for contact information if the respondent would like to be contacted, with a text input field. An orange "Submit" button is located at the bottom left of the form.