Adela Technologies Support Handbook

This handbook will act as a guide to help you make the most out of your support. There are a few different options on how to contact Adela Technologies support.

These options include:

- Web based support requests (Page 2)
- Phone support requests (Page 3)
- Email support requests (page 4)

Please note: A web-based ticket will be generated for all support request no matter where the request was generated from.

Web-Based Support Requests

Adela Technologies uses a web-based ticketing system to manage all support requests. Adela Technologies uses this ticketing system to monitor all account and/or system related issues. This allows us to pin point and remediate any reoccurring issues in your account. The web-based ticketing system also contains a FAQ and community forms section. These sections may provide you with immediate answers/remediations without the need to wait on a support representative to assist you.

To create a support account, please follow the steps below:

- Go to Adelatech.Zendesk.com
- Click "Sign in" on the top right.
- On the bottom left of the popup window click "Sign up"
- Enter your full name and your email address under your company domain.
- Finish by clicking "Sign up"
- You will receive a welcome email with a verification like where you will then set your password.

To submit a ticket on the Adela Support center please follow the following steps.

- Go to Adelatech.Zendesk.com
- Enter the email and password that was set up in the on-boarding process.
- Click on Submit a request in the top right-hand corner by your name.
- Complete the corresponding fields
  - "CC"- adds and additional emails addresses you wish to the ticket.

- o "Subject" – a brief description of your request.
- o "Description" – a detailed description of the issues/concern you are having and any useful information that may help us diagnoses the issue. This can include any troubleshooting you may have already done.
- o "Infrastructure provider" – The provider in which your systems are located. This can include AWS, Azure, Google cloud, Data center, VMware, and OpenShift.
- o "Attachments" – Any attachments such as screen shots that may help us expedite the troubleshooting process.

After you submit your ticket, you will receive a confirmation email from Support@adelatech.com. You should receive a response to your request within one business day.

Phone Support Requests

Adela Technologies offers phone support for more urgent needs. In the event your account/system suffers from a severe business impacting issues, please use the phone support line to directly contact our support department.

The Adela Technologies phone number is: **1-800-997-0097**

Select option 2 for support, then choose from one of the following support types:

1- AWS
2- Microsoft Azure
3- Google Cloud
4- Data Center

5- CloudSmart

0- For all other support requests

You will be directly connected with a support agent as soon as one become available. If all agents are assisting other customers, you may request a call back when prompted. You **will** maintain your place in queue by using the call back feature. When you are connected with an agent they will work closely with you to help identify and solve the related problem. They will also open a web-based support ticket to track the issue and to provide a summary of the issue to you once it is resolved.

Email Support Requests

Adela Technologies final support contact method is via email. Please email Support@adelatech.com and provide the following information in your request:

- "Subject-line" – a brief description of your request.
- "Description" – a detailed description of the issues/concern you are having and any useful information that may help us diagnoses the issue. This can include any troubleshooting you may have already done.
- "Infrastructure provider" – The provider in which your systems are located. This can include AWS, Azure, Google cloud, Data center, VMware, and OpenShift.
- "Attachments" – Any attachments such as screen shots that may help us expedite the troubleshooting process.

After sending the email, you will receive a response confirming we have received your email request and will be responding soon. All email tickets will be converted into web-based tickets. Just like web-based tickets, all emails will be responded to with-in one business day.