



# CAST Support

Alexandre Balzeau | Technical support Director

# CAST support in a nutshell

- Troubleshoot issues related to CAST Suite Products (including Highlight) and Official Extensions with the following logo in Extension Downloader)
  - This includes funcrel and beta versions
- Provide workarounds
- Post analysis for root cause and delivery of a final solution
- Answering questions about the use of CAST AIP Products and official extensions
- Editing [Troubleshooting Guides/Knowledge base articles](#).
- Follow the Sun Organization to provide a 24/5 support.
  - Support Offices located in France, India and North America
  - All employees are ITIL certified
- Support is driven by SLAs

Error Severity level	Severity level description	Incident		Problem
		Acknowledgment Time	Resolution Time not to exceed:	Resolution Time not to exceed:
1	<b>BLOCKING:</b> Reported issue preventing all useful work from being done by Software, or Software functionality is inoperative.	Less than 2 hours after notification - constant effort until fixed	24 business hours	25 business days
2	<b>SEVERE IMPACT:</b> Software is partially inoperative and is considered as severely restrictive by Licensee in its ability to have the Software perform according to Documentation.	Less than 4 hours	56 business hours	30 business days
3	<b>DEGRADED OPERATIONS:</b> Reported issue disabling specific non-essential functions of Software; and/or Licensee has determined a work-around for the Error condition.	Less than 48 hours	10 business days (previous was 15 business days)	90 business days
4	<b>MINIMAL IMPACT:</b> Any deviation from Documentation not otherwise included in a Severity 1, 2, or 3 categories	Within a week	N/A	6 months

# Severity Calculation

Severities of tickets are calculated via a combination of 2 factors: Impact and Urgency (see Matrix below)

Step-by-step scenario\*

run import process on the analysis results

**Impact**

High - Impact

**Urgency**

High - Urgency

Severity\*

1-Blocking

Impact/ Urgency	High	Medium	Low
High	Severity : <b>Blocking</b> SLA 24 business hours	Severity : <b>Severe Impact</b> SLA 56 business hours	Severity : <b>degraded operation</b> SLA 10 days
Medium	Severity : <b>Severe Impact</b> SLA 56 business hours	Severity : <b>degraded operation</b> SLA 10 days	minimal impact
Low	Severity: <b>Degraded operation</b> SLA 10 days	minimal impact	minimal impact

**\*\*severity field** will be auto-calculated based on **Impact** and **Urgency**

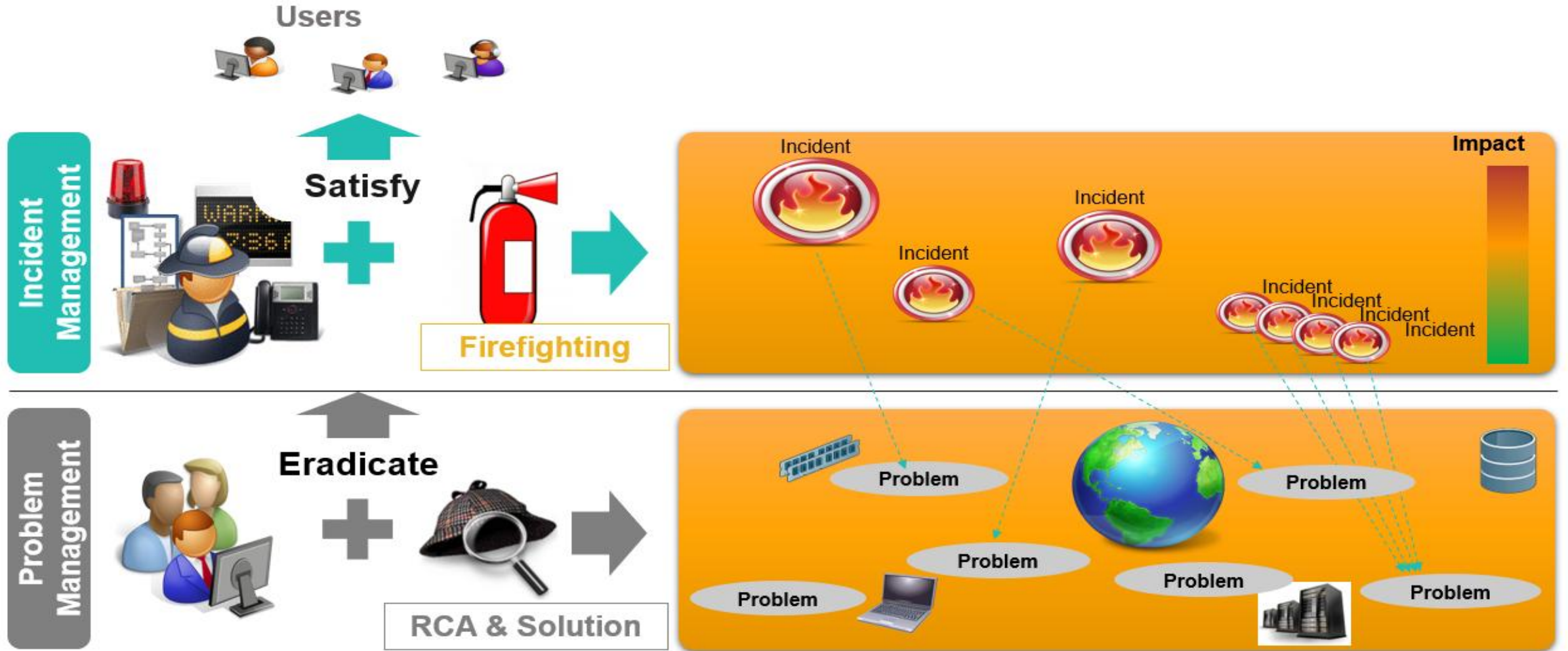


<https://help.castsoftware.com/hc/en-us/articles/4407168895634-Severity-Calculation->

# Highlight SLAs on Incidents

<b>Error Priority</b>	<b>Time to register the error</b>	<b>Time to solve the error</b>
High Priority	2 hours	1 day
Medium Priority	4 hours	4 days
Low Priority	2 days	Next Software Upgrade

# Incident and Problem management



# Support processes – Incidents & Problems



**Incident** :The Product is not behaving as described in the product documentation. Typical examples include availability or performance issues. Support's objective is to restore the service as quickly as possible using either a workaround or a previously documented definitive solution. The focus is on unblocking the customer



**Information Request/question** : The Customer is searching for information or advice which is not available in the product documentation or in the Community forum. Support's objective is to provide the requested information or guidance either by querying internal subject matter experts or by leveraging the user community. An Information Request is not a substitute for consulting activities (project management, training, development of complex custom solutions, etc.)



**Problem** : A defect in the product, an issue in configuration, a flaw in the documentation, or any other issue related to CAST products which is likely to lead to future incidents. Support's objective is to identify the root cause and correct it via a corrective action or a definitive solution which will proactively mitigate the risk. Problems are opened by the support based on Incident

# Cast Self Help resources

→ [help.castsoftware.com](https://help.castsoftware.com)

→ Support Access

→ Access to Knowledge base

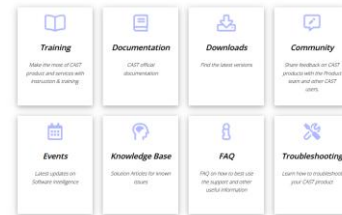
→ Community

→ Community as such (forum)

→ Feature request

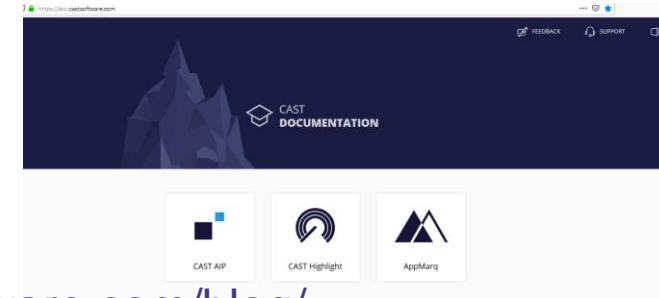


4 Year Question List! Every first working Wednesday of the month at 4:00 PM. (02/11/20 PM CET Next Session on March 5, 2025)

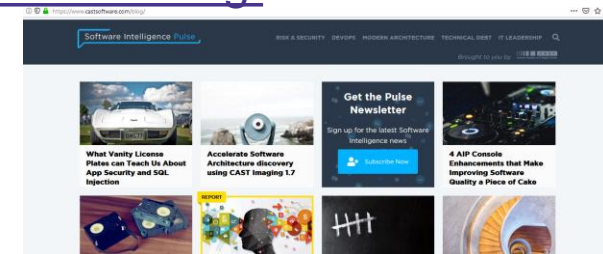


→ [Doc.castsoftware.com](https://doc.castsoftware.com)

→ Official website for documentation for all cast products



→ [www.castsoftware.com/blog/](https://www.castsoftware.com/blog/)



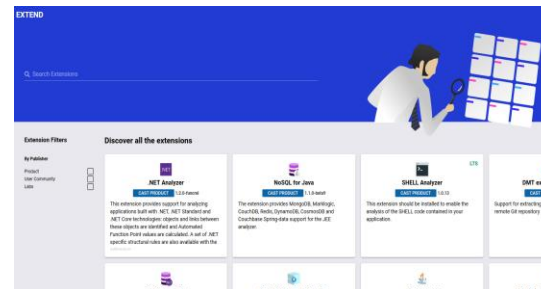
→ <https://extend.castsoftware.com>

→ Download and upload extensions

→ Download center for all CAST Product

→ <https://technologies.castsoftware.com/rules>

→ CAST rules Documentation



Browse according to CAST health factors

CAST

See everything, advance anything.