TripleBlind™

Customer Support Handbook

INTRODUCTION

As a TripleBlind customer, you have access to our highly trained technical support staff, support portal with tools, knowledge base, case activity tracking and a support history of your products. Reviewing the procedures described in this guide will enable you to receive our best possible service and fastest problem resolution.

Note: This guide is for reference only – please consult your TripleBlind License for more specific terms and conditions.

CONTENTS

TripleBl·nd™

SUPPORT OFFERINGS

TripleBlind offers full Customer Support and Services to ensure you have the service you need when you need it.

Customers that have licensed the software through subscriptions, or perpetual customers that have an active maintenance contract, will automatically receive the applicable Enterprise Support services described below during the term of their respective agreements.

TripleBlind also offers enhanced support options that provide access to Professional Services expertise to help customers achieve their deployment goals and accelerate return on investment.

Enterprise Support

Description	For large organizations that require advanced expertise and consultancy to accelerate value on investment.
Features	☐ Support Helpdesk open: 1 pm - 10 pm UTC Monday - Friday ☐ On-Call Support for critical issues: 24x7x365 ☐ Service Level Objective (SLO) response times P1/P2/P3 ☐ Access to Knowledge Base

ENTERPRISE SUPPORT

The following is a breakdown of our enterprise support offering:

Support Features	TripleBlind Support
Customer Support Contact Method	Phone/Web Portal
Service Level Objective (SLO) first response times P1/P2/P3/P4	1/8/12/24 (hours)
Online Ticket Submission/Tracking	Yes
Access to Knowledge Base	Yes
Escalations	Yes
Customer Support – Coverage Hours/Days	Support Helpdesk Open: 1pm UTC Monday - 10pm UTC Friday On-Call Support for Critical Issues: 24x7x365
# Support Contacts Allowed	Unlimited
# Support Requests Allowed (Annually)	Unlimited

TrⅰpleBlⅰnd™

HOURS OF OPERATION

TripleBlind's Support team is available via web, email or phone each week from 8am - 10 pm CST, Monday to Friday.

An on-call Support Engineer is available to assist with critical issues 24x7x365. For details on contacting the on-call Support Engineer, please see the Out of Hours Support section in this document.

CONTACTING SUPPORT

TripleBlind endeavors to make it as easy as possible to reach our dedicated Support team. As such, there are numerous ways to reach out, which are detailed below. To assist us in resolving your issue as swiftly as possible, when filing a support ticket, please try to provide the following information:

- Customization or special configuration information
- The version of the software in use
- Details on how to reproduce and verify the error
- The Business Impact

TripleBlind Customer Support Portal

Accessing the Portal
You can find the TripleBlind Support Portal at https://support.tripleblind.com

If visiting for the first time, you can create an account by clicking the Sign-Up link on the login page. If you've previously contacted us via email, you'll already be registered, so please click the Get a password link.
Note: It's important to register with your corporate email address, this will be used to tie your support tickets to your organization.

Knowledge Base
The TripleBlind Support Portal contains an extensive knowledge base, including how-to guides, FAQs and troubleshooting articles. These articles are navigated through the links and search bar on the home page.

Submit a Ticket
Once logged into the Support Portal, start a conversation with us through our messaging app at the bottom right corner. If your question is not answered, you'll be asked to complete the submission form with details of your query or issue.

TripleBlind™

Phone

If you need to reach TripleBlind support on the move, you can call us at +1 (202) 979-9682 and leave a message with details of your query or issue on our phone answering system along with your name, company and contact details.

MANAGING SUPPORT TICKETS

Whichever method is used to submit Support tickets, they can all be viewed and managed through the TripleBlind Support Portal: https://support.tripleblind.com. If you don't yet have access to the portal, please see the section on Accessing the Portal above.

View Tickets

Once logged into the TripleBlind Support portal, select View Your Tickets from the homepage. From here, you will be presented with a list of all tickets you've opened or you've been cc'd on.
Use the search field and Status drop down to quickly narrow down your existing tickets and hone in on any previous conversations.

Note: If you require access to all of your company's support tickets, please submit a new ticket to this effect. The TripleBlind Support team will work with you to obtain the relevant approvals. Once done, an additional tab entitled My Organization's requests will be visible on this page.

Ticket Status

TripleBlind support tickets will be in one of five states:

- New - this is a newly opened ticket which hasn't yet been responded to by the TripleBlind Support team. Never fear, we should be with you very shortly.
- Awaiting your reply - this ticket is awaiting your response. Click into it to see the latest conversation and to find what additional info we're looking for.
- Open - this ticket is waiting on TripleBlind. This includes tickets waiting for a response from TripleBlind Support, but also tickets waiting for resolutions to bugs or even enhancement requests.
- Solved - an answer or a solution has been provided for this ticket. It will remain open for the next 4 days in case of any follow-up queries, but will then be closed out.
- Closed - this is a completed ticket. While it can no longer be edited, if you do have further queries on the same topic, simply click into the ticket and hit the Create follow-up button.

Responding to Tickets

To respond to a ticket, simply select it in your ticket list and click into the Add to conversation box at the bottom of the conversation thread. You can also add any additional email addresses you wish to cc into the conversation and attach any files related to the request.

Tracing Defects and Enhancements

Once done, click the Submit button. This will notify the TripleBlind Support team and switch the ticket status to Open. Alternatively, if your question has been answered or your issue is resolved, click the Mark as solved & Submit button. This will notify the TripleBlind Support team and switch the ticket status to Solved.

If your ticket is passed to our Engineering or Product Management teams, we'll let you know through the support ticket and also provide the internal ID for tracking that issue. The status of your support ticket will remain Open until the bug is resolved or the enhancement request is delivered or rejected. The TripleBlind ticket owner will keep you posted with any major developments, but you'll also be able to see a sub-status for the ticket along with the internal ID within the ticket details.

Ticket Details

When you click into a support ticket, you'll be presented with the previous conversation on that ticket along with some key details on the right-hand side. This includes the member of the TripleBlind Support team who'll be working with you on this issue, your ticket ID and various other info pertinent to your request.

PRIORITY, IMPACT, AND URGENCY LEVELS

There are four business impact levels our customers can choose from when they open a support request:

Priority Level 1 - Critical

The issue disrupts a primary communication function or compromises the security or integrity of your data.

The disruption is ongoing and the need for resolution is time-sensitive with no reasonable workaround until the issue is resolved. Any incident where the security of data is at risk should be assigned as critical. This includes any scenario in which our customer is unable to communicate with their end users.

Sample scenarios
- A previously working TripleBlind installation no longer allows you to collaborate with anyone
- A security incident or bug is discovered

Priority Level 2 - Major

The issue degrades a primary communication function or significantly disrupts or degrades your normal business operations.

The issue is occurring in your production environment and is time-sensitive. Significant unplanned effort is required to workaround the issue to maintain normal business operations.

Sample scenarios
- Product latency is greater than 60 seconds
- App errors that don't prevent data sharing
- Access requests are not working as expected

Priority Level 3 - Moderate

The issue slows normal business operations or has caused a loss of functionality relied on for normal business operations.

The resolution has some time-sensitivity but the issue can be worked around without much effort.

Sample scenarios
- Unable to create a user in the TripleBlind UI
- A short delay when clicking submit on tasks (up to 20 seconds)

Priority Level 4 - Limited

The issue or request is informational in nature and its resolution will not directly impact current business operations.

Sample scenarios
- Unable to load certain images in the TripleBlind UI
- Questions about the product capabilities

PRIORITY, IMPACT, AND URGENCY LEVELS

Assessing business impact

Assessing business impact can take some practice. When assessing business impact, here are some things to take into consideration:

- To what extent are primary product functions disrupted?
- To what extent are normal business operations impaired?
- Is a workaround available and does the workaround impair normal business operations?

In each case, it's important to represent how much of an disruption the problem is to your core workflow. When deciding between multiple impact levels, always choose the greater criticality (for example, more severe business impact). As new information comes in, we will re-evaluate the business impact together.

Understanding how business impact and priority work together

The purpose of the priority field is to prioritize tickets in views where the purpose of business impact is to identify the level of urgency specific to you. Both fields are important for running an efficient and effective support operation.

TripleBlind customer support agents are responsible for ensuring that the ticket priority is set appropriately, and can increase the priority if it is set too low.

SUPPORT STANDARDS & SERVICE LEVEL OBJECTIVES

Customer Support will address reported issues based on the business impact and the resulting Priority as indicated below:

Level 1 (Critical)

For Level 1 issues, TripleBlind will provide:

- An initial response within one (1) hour from the time TripleBlind becomes aware of the issue during Normal Business Hours.
- Subsequent follow-ups as soon as possible, but at least within four (4) hours.
- A clear plan for issue identification/resolution will be provided as soon as possible.
- TripleBlind will make every commercially reasonable effort to resolve this issue in the shortest amount of time possible.
- If the issue remains unresolved after one (1) business day, or prior to that it becomes clear that the issue stems from a product defect, the sustaining Engineering team will be engaged to assist.
- A resolution for the issue as soon as commercially feasible.

Level 2 (Major)

For Level 2 issues, TripleBlind will provide:

- An initial response within eight (8) hours from the time TripleBlind becomes aware of the issue during Normal Business Hours.
- Subsequent follow-ups as soon as possible, but at least within one (1) business day.
- A clear plan for issue identification/resolution will be provided as soon as possible.
- If the issue remains unresolved after two (2) business days, or prior to that, it becomes clear that the

the issue stems from a product bug or deficiency, the sustaining Engineering team will be engaged to assist.

- A resolution for the issue in the next available software release when commercially feasible.

SUPPORT STANDARDS & SERVICE LEVEL OBJECTIVES

Level 3 (Moderate)

For Level 3 issues, TripleBlind will provide:

- An initial response within twelve (12) hours from the time TripleBlind becomes aware of the issue during Normal Business Hours.
- Subsequent follow-ups as soon as possible, but at least within three (3) business days.
- A resolution for the issue in a future software release when commercially feasible.

Level 4 (Limited)

For Level 4 issues, TripleBlind will provide:

- An initial response within twenty-four (24) hours from the time TripleBlind becomes aware of the issue during Normal Business Hours.
- Subsequent follow-ups as soon as possible, but at least within one (1) week.
- A resolution for the issue in a future software release when commercially feasible.

SCOPE & DEFINITION OF CUSTOMER SUPPORT

Definition of Customer Support

TripleBlind Customer Support aims to provide aid and assistance to users of TripleBlind products. The Team is well qualified to answer questions, diagnose failures and troubleshoot problems. Although not a training organization, the Support team strives to transfer knowledge during all customer interactions. The goal is to facilitate successful installations of TripleBlind, which requires knowledgeable administrators and end users.

Generally, Customer Support does not deploy or configure the TripleBlind solution, perform upgrades or provide customizations such as scripts that some end users create and run for various reasons. If it is determined that customizations and scripts are necessary in a particular deployment, the Support team will look to engage the Customer Success Management team to determine next steps.

The TripleBlind Support team concentrates on ensuring the product operates and performs to its published specifications, which, by definition, does not include customizations.

The TripleBlind Support team remotely accesses deployed TripleBlind systems when necessary to troubleshoot issues, observe questionable product behavior and/or review settings, logs and general system status and health.

SCOPE & DEFINITION OF CUSTOMER SUPPORT

Scope of Customer Support

- Analyzing challenges that prevent the product from operating as it was designed, and determining if the problem was a result of a defect or configuration error
- Escalating and explaining discovered defects to the TripleBlind Engineering team and updating the customer about the status of forthcoming patches
- Pointing customers to general documentation related to their questions
- Providing basic instructions to properly configure the product when the customer is unaware of how to configure TripleBlind to achieve a specific behavior
- Receiving and understanding the customer's idea(s) and properly communicating these ideas to the TripleBlind Product Management team
- Understand any challenges that the customer is trying to solve and provide best practices to get the most benefit from the product

MAINTENANCE & FIXES

Problems that cannot be resolved directly by TripleBlind Customer Support will be escalated to the Engineering team. All defects are reviewed by the TripleBlind Support, Engineering and Product Management organizations as part of a daily stand-up meeting and/or as part of the regular product development process. The plan will be to address the issue in a future patch or periodic maintenance release, or close if a fix is not required. Customers will be informed regarding the plan of action for reported defects.

END OF LIFE POLICY

Products will eventually reach their natural end of life. Usually they are replaced with new and better technologies. This is part of any technology product's lifecycle. It is our goal to provide as much visibility into this process as possible. TripleBlind will provide prior notice before the "end of life" (EOL) of any major software feature or major functionality.

TripleBlind encourages all customers to stay current with the latest version to take advantage of new enhancements and the latest functionality. TripleBlind installations are supported for up to 6 months from their release date.

OUT OF HOURS SUPPORT

TripleBlind Customer Support maintains an on-call Support engineer 24x7 in case of any critical issues raised outside of normal business hours.

In order to alert the on-call Support engineer, customers must open or update a Support ticket via the customer support portal messing widget, with the string #CriticalSupport in the body of the ticket or message. The Support engineer will be in touch as soon as possible to assist further.

FEEDBACK & ESCALATIONS

At TripleBlind, we want to ensure that you're getting the most from our software and will endeavor to help in any way we can. As such, we love to hear how we're doing and how we can improve.

Support Ticket Feedback

Following each Solved support ticket, you'll receive a follow-up email which allows you to rate the service you received as either Good or Bad. Selecting either option will also give you the opportunity to expand on your selection.

Escalations

If at any time you aren't satisfied with the help you're receiving on your support ticket, please don't hesitate to reach out to our Support Escalation team, who'll work with you to address your concerns. Our support escalation team includes our Customer Support Manager, VP of Engineering, and VP of Product to ensure your issue is getting the attention required: supportescalations@tripleblind.com.