Customer Handbook

Intershop Customer Support

2022-05-24

TABLE OF CONTENTS

1 Introduction

This customer handbook, comprising customer support information, policies, procedures and contact details, is a reference guide for all customers. This booklet describes how to contact Intershop Customer Support when you need assistance, what will happen when you do and what information you need to provide so that we can resolve your issue as quickly as possible.

Note: While this booklet contains pertinent basic information on Intershop Customer Support, you must visit [Intershops support web site](#) for the latest information. Intershop support is available via email, web and phone.

2 Contact Customer Support

The following section lists the contact points you can use to get in touch with Intershop Customer Support.

2.1 Primary Support Contact

You need to identify the primary support contact in your company. The primary support contact functions as the key contact point for issues you have logged with Intershop.

Product advisories, support updates and other related matters are sent to the primary support contact you have designated for your organization. The primary support contact can also provide or deny access to the Intershop support web site for other contacts within your company (see 3 Intershop Support Web Site & Users).

2.2 Technical Product Support and Operations

Intershop Customer Support comprises different teams at Intershop – the product support (TechSupport) and the operations (OPS) team.

Issues with the standard software can be addressed to TechSupport via support@intershop.de, which is common for perpetual clients and partners.

Should Intershop operate your site in the Platform or managed service model, the OPS team might come into play. Infrastructure-specific and topics related to operational assistance can be addressed to the OPS team via servicedesk@intershop.com.

Operating hours for different regions are shown in the tables below:

Customer Support Center Europe
Monday-Friday from 09:00 to 17:00 CET/CEST
+49 (3641) 501600

support@intershop.de (for our perpetual customers)
servicedesk@intershop.com (for our Platform customers)

Customer Support Center Americas
Monday-Friday from 9:00 AM to 5:00 PM PST/PDT
+1 (415) 8443730
support@intershop.com (for our perpetual customers)
servicedesk@intershop.com (for our Platform customers)

2.3 Administration, Feedback & Feature Wishes

For administrative questions concerning the contract you can contact our Support Admin. For general feedback about the support department or the support web site/Knowledge Base you can use our feedback form. For a feature request please use the feature request form. For more information please visit our contact page.

2.4 Support Newsletter

Intershop Customer Support offers a customer newsletter which is called "TechTalk". It is published quarterly and on special occasions. We recommend subscribing to the newsletter as we include important product information that may be necessary for your Intershop software.

The newsletter informs about:

- Intershop product documentation updates (important new or updated Knowledge Base documents)
- Newly released Intershop product patches, updates and upgrades

- New Intershop products, their functions, features, and additional modules
- Intershop product life cycle status changes ("End of Life" or "End of Support" announcements)
- Intershop Customer Support organizational news
- Special offers from the Intershop training team
- Customer alerts whenever a security issue requires swift communication

With a valid support contract you have the possibility to subscribe to the newsletter, click here.

3 Intershop Support Web Site & Users

The [Intershop support web site](#) is your primary support tool and your personalized gateway to the case management system used by our support staff.

To access the Intershop support web site, you must first [register](#) at the site with your business email address.

Every registered user of the support web site has a dedicated login, consisting of an email address and a password.

There are three types of users which get access to an increasing scope of content.

Each contract may combine different users, and each of them may belong to one of the four types:

Account name	Description
KB-Only Contact	Self-registered, will be activated by support admin
Verified Contact	Self-registered, will be activated by support admin
Named Contact	Will be named by customer

3.1 The KB-Only Contact

By using the registration form, theoretically anyone can request access to the Knowledge Base. However, not every registration will be activated automatically. Only those candidats who can prove that they are in a professional correlation to Intershop by providing name, contract ID or email adress of a valid Intershop customer, will get access.

The content of the web site is meant to support the operation of Intershop software and is therefore worthy of protection.

The support administrator checks every candidate for an assignment to a valid contract and, if evident, connects it.

To support the sales process or in exceptional cases, a registration may be assigned to a demo contract, which exemplarily presents the content of the support web site without being connected to a real running system.

To create an account, you can [register](#) at the support portal. You will then receive a link and can use it to set your password and activate your account. If an account is registered but no initial login is detected, this account will be deleted after one month. The same applies to users who have not logged in to the web site for six months.

The KB-Only contact is intended for people who rarely need help related to Intershop products and are not among the people exclusively designated by their company to interact with Customer Support. They are enabled to find answers in the Knowledge Base for issues that came up with smaller questions and that do not need a support case to fix.

As users of the Knowledge Base they are invited to rate documents and leave comments.

3.2 The Verified Contact

A verified contact does not structurally differ from a KB-Only contact. Self-registration and approval by the support admin grants access to the Knowledge Base. If correspondence with the support team reveals that the person is not an officially named contact, but is known from previous case resolution processes and is considered technically competent, he or she can be set as "verified" contact.

In most cases those are team leads who do not directly work with Intershop software, but are monitoring all topics in their day-to-day-work.

The possibilities to use the web site are therefore being extended with the right to read the current and past support cases and to download product updates, if included in the underlying contract.

3.3 The Named Contact

A named contact is authenticated by the customer. Depending on the contract, up to five persons can be named to use the full range of functionalities of the support web site. In this context, the opening of new support ticket is possible.

The validity of a named contact is not limited to a number of days but to the expiration of the support agreement or a written declaration of the customer to change contacts.

To create an account, you can register in the Support Portal. You will then receive a link and can use it to set your password and activate your account.

4 Processing Support Requests

When a customer submits a request, a case file is created by Intershop and the customer receives an automatic response email with a Ticket ID.

The request will get categorized either as incident (for technical issues) or as service request (for operational tasks or general questions about the ICM product) and you will receive a qualified response within one hour.

For incidents a support engineer will attempt to reproduce the reported problem within an appropriate amount of time. If Intershop can confirm the problem, Intershop will undertake reasonable efforts to provide a correction.

Follow-ups or additional information are always sent by the customer as a "reply" including the ticket ID in order not to create another ticket.

The status of the case can be retrieved using the ticket ID when subsequent questions regarding the problem are asked.

Regardless of any other arrangements, incidents remain open until final resolution and closure of the case by an Intershop support employee.

In case of inactivity (no answer from the customer) tickets will get closed after 2 weeks unless there's an escalation attached.

Here you can find a checklist for opening Intershop Customer Support tickets.

The elimination or rectification of a problem confirmed by Intershop is done at Intershop's discretion by delivering a fault-free software version, hotfix, patch, or by identifying a workaround (hereinafter referred to as "correction"). If Intershop offers hotfixes to eliminate defects, the customer must accept these and install them according to Intershop's instructions for installation.

4.1 Submitting a request to the Operations team

Topics related to operational assistance for Platform customers can be addressed to the OPS team via servicedesk@intershop.com

This contact point is responsible for topics like deployments, user management, IP whitelisting, mail configuration etc. or for general issues with the shop like the website being down or being slow.

Keep in mind that topics like Customization or the analysis of storefront functionality issues or backoffice errors are not within the responsibilty of the OPS team and should be adressed to the Development Team instead.

Before submitting a request please make sure to follow the specified process.

For IP whitelisting or User management requests the request must come from an authorized person from the customer who has to document the changes on the respective confluence page before submitting the request.

For managing your confluence access the responsive Customer Success Manager should be consulted.

For deployment requests the release manager must send an initial ticket which includes the type of deployment, the desired date and time and expected special activities (ICM upgrade, new channel, etc.) within the lead time (1 week for full deployment, 3 days for Code deployment).

Upon receiving confirmation of the date the release manager sends detailed instructions in a new ticket at least one day before the deployment.

Furthermore for ICM Change Requests or ICM Data Requests we have the following forms that should be used for the submission:

https://support.intershop.com/cse/index.php/Request/ModifyRequest

https://support.intershop.com/cse/index.php/Request/DataRequest

4.2   Submitting a request to the TechSupport Team

Issues with the standard software can be addressed to TechSupport via support@intershop.com.

Those issues can be about assistance with configuration, maintenance or software development or about the use of software features according to the documentation, use of the development tools offered by Intershop or use of the software application programming interfaces.

Topics that standard support does not cover however are help using the software of third parties and developing new functions or adjustments within the software.

Furthermore there is no support regarding problems that have been caused by using obsolete or unsupported software versions or by third systems or infrastructure as well as by using software without following the relevant documentation, system requirements, guidelines or recommended actions that were brought to the customer's attention as part of the support services.

For submitting technical requests please make sure to provide the following information to ensure an efficient solution of the issue:

- Your corporate email
- Intershop product and version
- Incident number (applicable if you are following up on an existing issue)
- Has this problem occurred before?
- What are the steps you went through before the problem occurred?
- Has the process for using the software changed?
- Did you get an error message? If yes, please include the exact error message.

4.3   Reaction Time

Generally, all inquiries and requests are processed during business hours in the order received and responded to within eight (8) business hours.

The reaction time is based on the relevant service level and starts once the question has been received by Intershop. The reaction time at Intershop Customer Support is usually 8 business hours.

The reaction time has been observed if Intershop has sent a qualified response to the customer and begun working on the case within the reaction time.

If the customer has opted for the additional service of "Response Time Plus" or "Premium", Intershop ensures an initial response as described in the following depending on the priority level.

The following severity levels and reaction times have been defined:

Severity level 1 – Live system unavailable

Server failure, live system unavailable

Intershop reaction time: Less than one (1) business hour

Severity level 2 – Critical

Error or problem that has caused a substantial disadvantage to business or could lead to server failure

Intershop reaction time: Less than two (2) business hours

Severity level 3 – Normal

Problem during production that is definitively caused by malfunction; a problem that negatively affects production in the long run, but does not lead to an immediate failure

Intershop reaction time: Less than four (8) business hours

After-hours emergency support is available for cases with priority level 1: Live system unavailable.

4.4   Escalation Matrix

Customer escalations are linked to problems which cannot be solved adequately through the standard solution handling and engineering process because of the more demanding nature of the problem in terms of communication and coordination requirements. Compared to a normal support request, a customer escalation receives more attention.

By default, a customer escalation should always be communicated first in the associated support ticket. Next, the Account Manager or Online Business Manager (OBM)/Customer Success Manager (CSM) will take over. He or she takes care of the problem and is in close contact with the responsible departments. He or she informs the customer transparently and in detail about the next steps. After successfully solving the problem, the customer escalation is closed again.

Intershop

Contact details for all subsidiaries can be
found on our web site:
www.intershop.com/locations

Jena, Germany

Hong Kong, China

Melbourne, Australia

San Francisco, USA

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07743 Jena, Germany

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www.intershop.de