

Tyler Technical Support Department for Eden

Support Organization

Tyler’s technical support department is divided into multiple product-specific teams: financials, citizen services, human resources and payroll, and technology services. These product-specific teams allow support staff to focus on a group of products or services.

The support analysts are responsible for assisting the team with clients’ issues and provide on-going team training. Technical support specialists are responsible for diagnosing and resolving client issues in a timely and courteous manner.



Make a Support Request

The most efficient way to reach us is to log a support request online through Tyler’s online support incidents at www.tylertech.com/client-support.

You can log a case for support anytime. All data is available in real time. Your existing contact information defaults when you create a new support case. All you need to do is provide an issue description, product information, and priority.

Best practice is to enter Eden as the product suite and start with the application module for all issues. The application support team will collaborate with other groups as needed for resolution. The case create form provides unlimited space for you to describe the question or problem in detail, and you can attach files or a screen capture that may be helpful to support.

As you enter your request, potential solutions are offered in the answer panel to the right of the case entry form. If you do not find an answer while entering your request, continue with the submission. The case is routed to the team with the experts best matched to your request. Once submitted, you will receive an automated email that includes the case number for reference.

A Focus on Client Success

Our mission is to deliver superior service by providing a timely response, issue resolution, and operational support — resulting in a high level of client satisfaction. Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts. When you contact technical support, your request is responded to by a technical support specialist who begins working on the request at first contact.

Support Hours

SUPPORT TEAM	STANDARD DAYS	STANDARD HOURS
Financials	Monday – Friday	6:00 AM – 6:00 PM PST
Citizen Services	Monday – Friday	6:00 AM – 5:30 PM PST
Human Resources and Payroll	Monday – Friday	6:00 AM – 6:00 PM PST
Technology Services	Monday – Friday	6:00 AM – 5:00 PM PST

Customer Relationship Management System

Every contact from you is logged into our customer relationship management system. This system tracks the detailed history of each case. A list of cases is available to you in real time on Tyler’s support website.

Prioritizing Support Cases

To best assist clients, we triage and monitor cases by priority. The case priority is based on your needs and deadlines. Priority identifies the impact of the issue and sets expectations for support and for you. You are responsible for communicating the priority of the case and must contact support if the priority of an issue changes.

PRIORITY	DESCRIPTION	RESOLUTION
CRITICAL	Issue is severe and requires immediate resolution. A critical issue is one where there is a complete work stoppage, or the loss of multiple essential system functions for all users.	1 day or less
HIGH	A high priority issue is one where there is a repeated, consistent failure of essential functionality affecting more than one user, or the loss or corruption of data. Your system is operational, but an essential piece of functionality is not working.	10 days or less
MEDIUM	Issue is non-severe.	30 days or less
NON-CRITICAL	Issue is a lower priority and you will work with support as time permits.	60 days or less

Issue Resolution and Case Status

Your case will go through multiple statuses as the issue is resolved.

STATUS	DESCRIPTION / ACTION
New/Not Started	Your request has reached the support organization, and work has not yet begun.
Open	The case has been assigned to a support representative, and work has begun on this issue.
Waiting for Customer to Close	Resolution provided but not yet confirmed by you. Options: <ul style="list-style-type: none"> Resolution confirmed – close case in portal Resolution not confirmed – reopen case in portal
Need More Info	Work cannot continue in support until you provide additional information.
Ref to Dev	The issue is referred to the appropriate product development team.
Update Available	A code fix is available in an existing version update or release.
Work Ticket	The issue is closed with the opportunity for a future change or enhancement is not yet scoped.

Critical Issues

If you are experiencing a severe work stoppage that requires immediate resolution, you can log a critical case through the portal, or you can call Tyler's toll-free number 800.328.0310. If all technicians are on the line assisting other clients, you can press "0" to be redirected to the operator to page the team.

Following Up on Open Cases

You can monitor the status of an open issue in Tyler's online support incidents. In the portal, you can review support's last action on the case and enter new information to share with support. You can request an update by entering a note on the case in the portal, or by calling support and speaking with the assigned technician.

Escalating a Support Case

If your situation or issue priority has changed, or if you feel you are not receiving the service you need, please contact the appropriate support product manager to escalate. The manager will follow up and determine the necessary action.

Technical Support Product Managers

David Adams
Senior Support Manager
david.adams@tylertech.com Ext. 141023

David Neuss
Support Manager
david.neuss@tylertech.com ext. 141054

