Tyler Technical Support for Eden

**Goal:** To provide an effective support mechanism that will guarantee timely resolution to issues, resulting in high-level client satisfaction.

**Contact Us**
Eden technical support can be reached by phone toll-free at 1.800.328.0310, online through the Tyler Client Portal (TCP) available at Tyler’s support website: www.tylertech.com, or email eden.support@tylertech.com.

**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.

Each team consists of support analysts and technical support specialists with an assigned team leader. The team leader is responsible for the day-to-day operations of the team and ensures we provide exceptional technical support to our clients. 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.

Our customer care advocate is also available to you to help navigate any questions or concerns about your overall experience with Tyler Technologies.

**Monday-Friday Standard Support Hours**
- Financials: 6 a.m.-6 p.m. Pacific
- Citizen Services: 6 a.m.-5 p.m. Pacific
- Human Resources and Payroll: 5 a.m.-6 p.m. Pacific
- Technology Services: 7 a.m.-6 p.m. Pacific

**Tyler Online Support**
Once registered as a user on Tyler’s support website at www.tylertech.com, you can ask questions or report issues to support using the TCP application which allows you to log a case to technical support anytime from any internet connection. All TCP account, case, and survey data is available in real-time.

Your contact information will default into the new support case when it is added. You will be prompted for required information including description, priority, product suite, and product group. Work-note text is available to describe the question or problems in detail. Plus, supplemental information such as files or screenshots that may be helpful to Support can be attached to the support case.

When a new case is added, the case number is presented on the screen, and an automated email response that includes the case number is sent to you. The new case is routed to the appropriate technical support team queue for response. They will review, research, and respond to your case in a timely manner.

**Tyler Online Resources**
Once registered as a user on Tyler's support website, you will have access to the TCP, as well as other resources such as online documentation, Tyler Community, group training sign up, and annual user conference registration information.

**Customer Relationship Management System**
Every TCP submission, direct telephone call, or email from your organization is logged into our Customer Relationship Management (CRM) system and given a unique case number. This system tracks the history of each case, including the person calling, time of the call, priority of the call, description of the case, support recommendations, client feedback, and resolution. For registered users on Tyler’s support website, a list of cases is available in real-time under the TCP.
## Tyler Technical Support for Eden

### Case Numbers
Assigned case numbers provide a method to easily identify the issue that is currently under investigation. As an example, if you are not available when support attempts to make contact, we will leave a message with the assigned case number. When responding to your case, you can reference this number, reducing the need to re-explain the issue. This unique open case number ensures that support staff are referencing specific open issues to prevent miscommunication and avoid added resolution time.

### Case Priorities
A case escalation system is in place where, each day, support analysts and product support managers, review open cases in their focus area to monitor progress. Each case logged is given a priority (1, 2, 3, or 4) according to the client’s needs and deadlines. The goal of this structure is to clearly understand the importance of the issue and assign the priority for resolution. You are responsible for setting the priority of the case. Tyler support department tracks responsiveness to priority 1, 2, and 3 cases each week. This measurement allows us to better evaluate overall client satisfaction.

- **Priority 1 Case** — Issue is critical to you, and the application or process is down.
- **Priority 2 Case** — Issue is severe, but there is a work around.
- **Priority 3 Case** — Issue is a non-severe support case.
- **Priority 4 Case** — Issue is non-critical for you, and you would like to work with Support as time permits.

### Following Up on Open Cases
Some issues may not be resolved during the initial call with a support technician. If follow-up communication becomes necessary on an open case, you can simply contact the assigned support technician and reference the case number, or leave this information in a message. Referencing the open case number allows Support to quickly follow up on the issue. You can also update the case through the TCP on Tyler’s support website, and add a note requesting follow-up.

### Case Response Goals

<table>
<thead>
<tr>
<th>Open Case Priority</th>
<th>Maximum number of days a support case is open</th>
<th>Support managers and analysts review open calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Less than a day</td>
<td>Daily</td>
</tr>
<tr>
<td>2</td>
<td>10 Days or less</td>
<td>Every other day</td>
</tr>
<tr>
<td>3</td>
<td>30 Days or less</td>
<td>Weekly</td>
</tr>
<tr>
<td>4</td>
<td>60 Days or less</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

### Timely Tyler Client Portal Progress Updates
Our technicians are committed to providing you timely updates on the progress of open support cases via the TCP. The frequency of these updates is determined by issue priority.

- **Priority 1 Case** — Daily updates
- **Priority 2 Case** — Weekly updates
- **Priority 3 Case** — Bi-weekly updates
- **Priority 4 Case** — Bi-weekly updates

Updates will also be provided for any issue, regardless of priority, when action items have been completed or when there is pertinent information to share.

### Escalating a Support Case
Use the escalate button on your case to submit an escalation request. If additional attention is necessary, contact the support team leader or the support product manager for additional assistance at 800.328.0310.

### Remote Support Tool
Some support cases may require further analysis of the software databases or setup to diagnose a problem or to assist with a question. GoToAssist® allows you to share your desktop over the internet to provide a virtual on-site support experience. The GoToAssist tool from Citrix provides a highly secure connection with 128-bit, end-to-end AES encryption. Support can quickly connect to view, setup, diagnose problems, or assist with screen navigation.

At the end of each GoToAssist session, there is a brief survey which allows you to provide accurate and up-to-date feedback on the Tyler support experience. Tyler leadership reviews the survey data regularly to continually improve our support services.

### Technical Support Product Management

<table>
<thead>
<tr>
<th>Support Role</th>
<th>Name</th>
<th>Email</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Support Manager</td>
<td>David Adams</td>
<td><a href="mailto:david.adams@tylertech.com">david.adams@tylertech.com</a></td>
<td>141023</td>
</tr>
<tr>
<td>Customer Care Advocate</td>
<td>Kelli Mika</td>
<td><a href="mailto:kelli.mika@tylertech.com">kelli.mika@tylertech.com</a></td>
<td>141203</td>
</tr>
<tr>
<td>Support Team Leader</td>
<td>David Neuss</td>
<td><a href="mailto:david.neuss@tylertech.com">david.neuss@tylertech.com</a></td>
<td>141054</td>
</tr>
<tr>
<td>Senior Software Support Analyst</td>
<td>Deb Martinson</td>
<td><a href="mailto:deb.martinson@tylertech.com">deb.martinson@tylertech.com</a></td>
<td>141039</td>
</tr>
</tbody>
</table>