Retail Store Solutions support guide

Every IBMer is a point of support. Each day, every IBM employee fields repetitive questions from fellow IBMers, Business Partners and others using the systems. Many times these questions are better answered by existing support teams. In an attempt to expedite the processing of questions, Retail Store Solutions has created a “support guide” web page for the external support site that classifies requests and encourages self-support. The support guide does not replace existing support structures. It is a front end enhancement that routes people who are unfamiliar with support through the existing self-support options and then to a team of experts who can quickly help. Those who are familiar with existing support processes can continue to use them.

The introduction of the new support guide is part of an attempt to provide **one** entry point for retail help. The goal is to make it very simple for anyone to perform the basic self-support tasks and then quickly get to the right support team. End users are shielded from knowing our evolving support procedures. This makes it easy for those who are new to IBM retail, to become instantly productive.

If you have a simple question, then rather than contacting an IBMer and awaiting their response, why not check out the Support Guide on our web site at:
www.ibm.com/industries/retail/store/support/guide.

For this initiative, the Retail Store Solutions Partnerline team will field any requests not answered by our on-line resources. The team has over seventy years of retail experience and is backed by the Marketing Technical Support Team. You can be confident that your referrals will receive expert assistance. If we receive a software support request outside our mission, it will be routed to the Retail Technical Software Support Team.

So, all you need to do is look at the Support Guide by visiting
www.ibm.com/industries/retail/store/support/guide. As you can see, the top half categorizes the request and the bottom is a checklist of self-support activities. There is a JavaScript application that analyzes the responses, suggests self-support activities and then sends them to the best place on our Web site for help. For instance, if you are asking a question and have not checked the Knowledgebase, you will be directed to do so. Once you have indicated that you have done all that you can do, you will then be routed to the appropriate support team. If you have already submitted a PMR/PMH you will be instructed on how to check its status instead of sending a duplicate request.

If you have visited the Support Guide, and feel that there are better web pages to land on, or other considerations, please share them. This page is meant to be dynamic and will be updated to reflect our current support procedures.