

ORACLE NETSUITE

# FarApp:

Customer Introduction to NetSuite Support

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**August 2021**

NetSuite Support

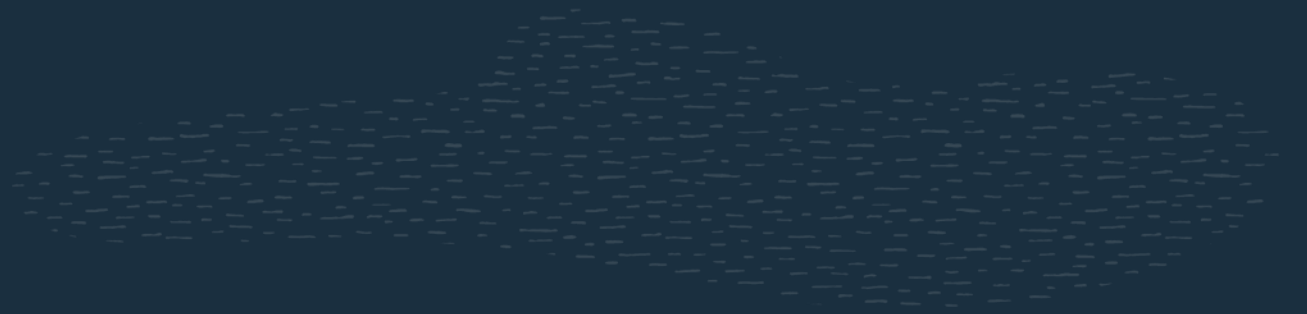
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# Agenda

1. Changes for FarApp Customers
2. New Terminology, Product Mapping, Data Migrations
3. Transition Resources and Additional Learning Options





# Changes for FarApp Customers

# What's NOT Changing for FarApp Customers

## Contract Terms

- Support service levels will remain the same or possibly be enhanced until your move to a NetSuite subscription when the support level will align with your other NetSuite products.

# What's Changing for FarApp Customers

## Support Channels

- Starting September 13, 2021:
  - Customer will submit an online support case using NetSuite SuiteAnswers for NetSuite Connector (formerly known as FarApp) product concerns.
  - For urgent concerns, call the NetSuite Support Hotline.
  - Log-in to NetSuite to access SuiteAnswers and Account Center to submit and track support cases. Reach out to NetSuite account administrator to request access.
  - E-mailing for new requests is not supported; however, updates and additional information can be shared via email.
  - Sending new requests through the FarApp Support channels will be retired.
  - Use Calendly until the transition to NetSuite Support on September 13, 2021. After this date, submit a support case in NetSuite SuiteAnswers for assistance. Scheduling calls through Calendly will be discontinued after September 13, 2021.



# Terminology, Product Mapping, and Data Migration

# Terminology, Product Mapping, and Data Migration

## Terminology

NetSuite Terminology	FarApp Terminology	Description
NetSuite SuiteAnswers	FarApp Support Center	The customer accessible web support portal
NetSuite Account ID	No equivalent	A unique identifier used to access Support, that correlates to the subscription
Case	Ticket	Used to track customer support incidents and requests
NetSuite Help, SuiteAnswers	FarApp Knowledge Base	Help guides, Support articles, training videos, best practices and FAQ
Defect	Bug	Issue in the existing code or functionality not performing as documented
Enhancement	Enhancement	Request to add functionality or change behavior of existing functionality. Enhancements are delivered via scheduled releases.



# Terminology, Product Mapping, and Data Migration

## Product Mapping

- Starting September 13, 2021, submit an online support case using NetSuite SuiteAnswers for NetSuite Connector (formerly known as FarApp) product concerns
- Select the appropriate product name based on the concern you are reporting.

FarApp Product Name	NetSuite Product Name
FarApp	NetSuite Connector

# Terminology, Product Mapping, and Data Migration

## Data Migration

- FarApp tickets submitted previously will be migrated to NetSuite which is targeted to complete on September 25, 2021.
- Start of migration of the FarApp Knowledge Base articles to SuiteAnswers is targeted on September 13 and migration will be done in phases. First 50 SuiteAnswers articles and Help Center topics are targeted to be made available by September 13, 2021.



# Transition Resources and Additional Learning Options

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## Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to NetSuite SuiteAnswers or NetSuite Account Center	Oracle NetSuite Product Support via the <a href="#">Oracle NetSuite Support hotline</a> .
Technical product issues	NetSuite Support via <a href="#">SuiteAnswers</a> .
Product Defects	NetSuite Support via <a href="#">SuiteAnswers</a> .
Product enhancements requests	NetSuite Support via <a href="#">SuiteAnswers</a> .
Questions regarding the use of the application	NetSuite Support via <a href="#">SuiteAnswers</a> .
Consultation, activation request, or maintenance	If you have Advanced Customer Support (ACS), reach out to your Customer Success Manager. Otherwise, reach out to your account sales representative to discuss support options available to you.
Adding additional license subscription services	Your account sales representative.

# Transition Resources and Additional Learning Options

## **FarApp Support Site**

- Support Process Guide – a quick reference guide on how to open a support case in SuiteAnswers
- Support Assistance Matrix - used to determine which NetSuite group to contact for assistance based on the request type as of September 13, 2021.

## **FarApp Welcome Center** on SuiteAnswers

- Customer recorded training and slides
- Customer communications

## **FarApp Customer Training Resources**

- Tips for NetSuite Help Center and SuiteAnswers





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**Thank you**

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