Technical Support Request (TSR) Guide for Customers

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1 Purpose

This document provides information to assist Infinera Customers in creating and managing Technical Support Request cases on the Infinera Customer Portal. This document is intended for customers who have purchased Infinera’s maintenance and support services. Infinera maintenance and support services are available worldwide for all Infinera Products and offer comprehensive services to support Customer operational requirements. To learn more about Infinera maintenance and support services, contact your local Infinera account team or go to www.infinera.com.

2 Definitions

The following terms and abbreviations are used in this document:

| Hardware Replacement Request | Hardware Replacement Request cases are created in the Infinera Customer Portal to fulfill Customer requests for defective hardware replacement or repair. The abbreviation for a Hardware Replacement Request is HRR. |
| Return Material Authorization | Authorization from Infinera to proceed with hardware repair or replacement. The abbreviation for a Return Material Authorization is RMA. Infinera manages RMA through a Hardware Replacement Request (HRR) case. |
| Technical Support Request | Technical Support Request cases are created in the Infinera Customer Portal to fulfill Customer requests for assistance with traffic restoration, troubleshooting, field service, and general inquiries related to Infinera products and solutions. The abbreviation for a Technical Support Request is TSR. |
3 Types of Support Requests

There are three types of support requests that you can open via the Infinera Customer Portal:

- **Technical Problem or Question** – Use this for both urgent and non-urgent requests where you are either experiencing a technical problem with Infinera equipment or have a question about an Infinera product or solution deployed in your network.

  Note: When you have an outage, it is always best to call the Infinera Call Center instead of opening a request via the Infinera Customer Portal. The Infinera Call Center is available 24 hours a day and can quickly get you the technical support you need when you call directly. Regardless of what country you are in, you can reach the Infinera Call Center at +1 (408) 572-5288. In the US, dial +1 800-443-5555.

- **Hardware Replacement or Repair case (HRR)** – Also known as an RMA case, open this type of support request when an Infinera part needs to be replaced or repaired. Instructions for opening an HRR case are provided in the Return Material Authorization (RMA) Guide for Customers, which is available on the Support page at www.Infinera.com.

- **New Feature Request case** – Open this type of support request when you want to ask Infinera to add a new feature to a product.

4 The Support Process

Except for HRR cases (as mentioned above), the process for requesting and receiving support is the same regardless of the type of support needed. For each support request that you create, you can expect the following events to occur:

**Case Assignment**
- Your new support request is assigned to a Technical Support Engineer (TSE).

**Information Gathering**
- The assigned TSE contacts you to ask questions and collect pertinent data in order to fully understand the problem.

**Investigation**
- The TSE investigates and keeps you informed via email sent directly from the case.

**Resolution**
- When a resolution is reached, the TSE emails you directly from the case to inform you of the resolution, recommend a fix, and request your acceptance of the resolution.

**Acceptance & Closure**
- You reply to the resolution email to inform the TSE that you do or do not accept the resolution. Based on your reply, the TSE will either close the case or will continue the investigation and keep you informed (via case emails) of their progress.
5 Requesting Support

5.1 Log Into the Infinera Customer Portal

To request support via the Infinera Customer Portal, you must first log into the portal at https://support.infinera.com. To log into the portal, you must have an account with an authorized username and password. If you do not have an account, you may request one as explained in the Customer Portal Quick Reference Guide. Training on how to use the portal is available within the FAQ section of the portal.

5.2 Begin the Support Request

After logging into the Infinera Customer Portal, complete the following steps to begin creating a support request.

1. Under Quick Links on the portal homepage, click Get Support.

2. When the New Support Request form displays, select the type of support that you need. Then click Continue. The screens that follow apply to that support type, and required fields are notated with an asterisk (*). Support Request types are explained in Section 3 of this document.

5.3 Enter Product Information

The second screen in the form is about the Infinera Product. Using the drop-down arrows to the right of the fields, select the relevant data for your request, and then select Continue to proceed to the next screen in the form.
5.4 Enter Support Details
The next screen is about the Details of your support request. Complete this screen and then select Continue to proceed.

- **Severity** of the problem.
  
  *Note:* If you select CRITICAL, an additional field titled What is the impact? displays, and you must select the impact.

- **Subject** is a brief statement of the problem you are experiencing.

- **Description** is general information that further explains the problem.

- **Customer Reference** is any specific reference or ticket number used within your organization.

5.5 Review and Submit the Request
The final screen of the New Support Request form is for you to Review your form entries and submit the support request. Carefully check the information displayed.

- *If the information is correct,* click Submit to finalize your support request.
- *If any detail needs to be revised,* click Back to return to the previous pages of the form and correct the entries you made there. Then click Continue to proceed through the form again.
6  Responding to Case Messages

After the new support request is created, it will be assigned to a Technical Support Engineer. The assigned engineer will acknowledge your request by sending an email directly from the TSR case, as shown in the example below.

The Subject line of this first email message – and of all subsequent case-related email messages – will include the Technical Support Request case number.

![Example Email](image)

**Important:** When responding to a case email message, **do not change the Subject line in any way.** If you change the Subject line, your message may not be received into the TSR case and the engineer working the case may not see your message. Rather than creating a new email message or altering the Subject line, you should instead just click “Reply” and include your comments or questions in the body of your reply message. **Never change the Subject line.**

7  Checking Case Status

Case status is visible in the Status field within the Technical Support Request (TSR) case.

![Case Status](image)
To check the status of a TSR case, you must first find and open the case. The remainder of this section explains how to find an existing TSR case in the portal.

### 7.1 Finding Your Case

There are three ways to find an existing case in the Infinera Customer Portal:

- On the portal homepage, scroll down to the **MY CASES** section. By default, the **TECHNICAL SUPPORT REQUESTS** tab is selected and the five most recently created TSR cases are listed under that tab. The **Status** column is shown on the right.

  ![Screenshot of Infinera Customer Portal showing MY CASES section](image1)

- In the Cases section of the portal, use one of the case views to find the case. For more information on using case views, see [section 7.2 Case Views](#) in this document.

  ![Screenshot of Infinera Customer Portal showing Cases section](image2)
• Enter the case number in the global **Search** field at the top of any portal screen. The system will immediately display search results that match what you entered. You can select from the search results to open the case.

### 7.2 Case Views

All support requests are listed in the Cases section of the Infinera Customer Portal.

In the Cases section, there are two case views that list TSR requests:

- **Technical Support - Open** – Lists all TSR cases that are not yet Closed. In this view, you will see TSR cases that are Open and TSR cases that are in Draft status (not yet processed by the Infinera Call Center).

- **Technical Support - Closed** – Lists only TSR cases that have been Closed.

To select one of these case views, click the drop-down arrow to the right of the Cases view title. Then scroll down the list of views and select the view you want. The Technical Support case views are at the bottom of the list.
After selecting a case view, use the **Search this list...** field to search for a specific case number. Your search will result in a list of matching search results, and the case you searched for should be included among the search results. Click the case number to open the case.

8 Resolution of the Case

When Infinera TAC has reached a resolution for your TSR case, a Technical Support Engineer will email you directly from the case to inform you of the resolution and to request your acceptance of the resolution, as shown in the example below.

To accept or reject the resolution, click the first link shown in the message. As stated in the message, if you do not respond within 7 days to accept or reject the message, the case will be automatically closed.
9 Escalating a Case

There are two kinds of case escalation for Technical Support Requests:

- Technical escalation
- Management escalation

This section explains both kinds so that you will know what to expect if one of your TSR cases requires escalation.

9.1 Technical Escalation

In those rare occasions when the assigned Tier 3 Technical Support Engineer is unable to resolve a TSR case alone or with assistance from within their local team, they will seek help from other Infinera engineers (Tier 4 and R&D) who have deeper product and technical expertise. Often, these product specialists suggest a solution that quickly resolves the problem.

However, when the problem cannot be resolved without further study, Tier 3 formally escalates the TSR case to Tier 4 for further investigation. The Tier 4 engineer communicates the result of such investigation back to the Tier 3 engineer, who in turn communicates it to the customer.

9.2 Management Escalation

When you think your case needs the attention of someone with higher seniority in Infinera, you can request a management escalation. To do so, contact the Infinera Call Center using any of the following methods:

- United States telephone: +1 800-443-5555
- International telephone: +1 408-572-5288
- Infinera Customer Portal: https://support.infinera.com

The Infinera Call Center is available 24 hours a day, 7 days a week.

Please have your TSR case number readily available when you contact the Call Center. It will help the Call Center Agent determine which TAC manager to contact on your behalf.

After the Call Center Agent contacts TAC management, an Infinera TAC manager will reply in a timely manner.