# DATEX II User Support

**Interactive Session
Results**

**DATEX II Forum Berlin
March 16/17 2010**

# What is the best support system you ever experienced ?

- Direct contact with responsable person, (not clear if there is a particulary support system in mind)
- Wikipedia

## What made this support system the best ?

- Direct action and feedback on what is supposed to be done to solve the matter.
- Good search engine with fast path to the information.

## What from this best support system would you like to see in the DATEX support ?

- Feedback or ratings on answers to specific topics or question. Was this helpful, yes or no, on a scale how helpful was this answer etc.
- As the wiki grows, Easy and fast access to the information and also the concept of Wikipedia where users are creating and updating the information.

# Group 2

1. **best support system**
   - mailing list
   - google wave
   - Wiki

2. **what made it best**
   - simple, everybody can use it
   - allows playback of sequences of comments
   - wiki allows entities to be collected together in a form, that is easy to read afterwards (like a real article or document)

3. **how can it be applied to DATEX II support**
   - email notification of forum articles
   - Digest
   - wiki opened for DATEX II registered users (with moderators)

1. ## What is the best support system you ever experienced?

   - Personal contact (via telephone, chat, mail etc.)

2. ## What made this support system the best?

   - The time which is needed to resolve an issue takes not so much time. An answer of an question can produce new questions. If you have an chain of questions it will be needs days to post them all on a forum and get an good answer. (An forum is an good idea for long-termed issues and discussions)
   - The quality of the response/discussion (if you contact the correct person).

3. ## What from this best support system would you like to see in the DATEX II support?

   - Our idea was, to provide an contact list grouped by specific responsibilities (e.g. DATEX II extension, new services, groups by the different DATEX II publications, data types and elements questions, location, etc.). It is should be possible do have more than one contact for an specific topic. It is important, that the contact person is familiar with specific topic, and can be delegate the questions to the right person. The contact person must not answer the questions/issues directly. The contact person can be an agent to get the contact which can help you (or have the same idea or problem or already resolve the problem).

## 3. *What from this best support system would you like to see in the DATEX II support?*

- Clear documentation

- Easy to find (search) at the website

- Everything available to download

- Simple examples, good documentation and how to use the examples

- Automatic tools for example to generate schemas, create ws-classes

## What is the best support system you ever experienced?

- (AM) Amazon bookstore (support)
- (AC24) Active24.cz (ISP providing dedicated server hosting and support)
- (MaS) Maks and Spencer

## What made this support system the best?

- (AC24) e-mail support using tickets with very quick (within minutes)
- Ticket having designated person, who solves that
- Ticket having ID, so conversation is very well trackable
  - Clear service scope definition
  - all participants know, what topics will be solved and which are out of scope
- even answer "we are not going to address this" is moving the solution on, as requester knows, he/she should find solution elsewhere and do not wait
- Openness
  - (AC24) provide runtime characteristics of running server available. This might show ISP mistakes, but mostly helps finding roots of problems quickly and even without personal communication
  - (MaS) Easy product return, option to test it.

## What from this best support system would you like to see in DATEX II support?

- Discussion forum moderated by DATEX II expert (as Rhapsody UML tools has)

- Bug system - shows currently known, open/resolved/rejected systems. I would think of Open Source bugzilla  http://www.bugzilla.org/  but there are many other options. Knowing there is an issue helps a lot as you do not have to spend time investigating what is wrong.

- Blog - short articles can initiate on topic discussion

- Ticketing system (see RT, Request Tracker at  http://bestpractical.com/rt/  - I implemented that system few times and it works very well for e-mail as well as web form UI. Free Open Source solution with option to get commercial hosting and support)

- **List of responsible persons**
- **Easy search**
- **Examples**
- **Blog**
- **Issue tracking**
- **Moderated forum**

**We will work on these ideas**

**within our**

**User Support Team**