Adobe Connect Service Support Model

Adobe Connect is part of the suite of conferencing tools that LITS offers to Emory University and Emory Healthcare customers. This support model gives LITS the ability to provide a central point of contact for Adobe Connect service requests and incidents. Customers making requests via Service Now, service desk, phone, or email will be directed to Emory Video Services or LITS Client Services for a needs assessment. By assessing the customer's needs, the best Adobe Connect features will be chosen for the customer.

Adobe Connect customers can take advantage of self-paced tutorials found on LITS Collaboration and Conferencing Website, http://it.emory.edu/catalog/collaboration_and_conferencing, or schedule a web conferencing tutorial for their department with our Adobe Connect vendor. If the customer wants to utilize Emory Video Services facilities for a class or special event using Adobe Connect, Video Services can team up and coordinate the support for the class/special event within one of their facilities.

Adobe Connect incidents will be routed through Service Now. A partnership between LITS Client Services, Emory Video Services, Healthcare IS, and the various Local IT Support entities around campus will provide the customer with an officially supported service model for Adobe Connect. This will create a better user experience from start to finish.

Support will be provided in 3 tiers:

1. **TIER 1**

   Helpdesk (University and Healthcare)

   - Customer account requests and routing of customer issues to correct support group.

   Local IT Support

   - Basic troubleshooting of Adobe Connect Plugin and Prerequisites:

     - Meeting Attendees – Requires Adobe Flash Player Plugin
     - Meeting Hosts – Requires Adobe Flash Player and Adobe Connect Plugins
     - Microphone and Webcam configuration required for video conferencing or VOIP

   Adobe Connect Meeting Support provided by Adobe

   - 24x7 In-Meeting Support; 24x7 Customer Support for after-hours (800-422-3623)

2. **TIER 2**

   LITS Client Services\Video Services

   - Account creation\Login Information.
   - In-depth consultation and demonstration of technology.
   - Event Module (for advanced registration features and C.E.U.).
   - Seminar Rooms (for meetings with more than 100 attendee's).
   - Advanced training for Adobe Connect in customer owned spaces with integrated A/V systems.

2. **TIER 2 (cont.)**

- Assist with Special Events/Classes using Adobe Connect (fee based service).
- Advanced troubleshooting of user issues with Adobe Connect.

Emory Center for Digital Scholarship

- Faculty members within professional schools may also contact ECDS for assistance with using Adobe Connect as a virtual classroom.

3. **TIER 3**

Adobe\Fig Leaf

- In-Meeting connectivity issues.
- User capacity issues.
- Stored content or recordings retrieval issues.
- Custom report issues.
- 24x7 In-Meeting Support; 24x7 Customer Support for after-hours (800-422-3623)

Additional Points:

The introduction of Adobe Connect Managed Services (ACMS) at Emory combines the benefits of a hosted solution, with those of an on premise deployment. ACMS also gives LITS control over maintenance and upgrade schedules, support for Single Sign-On (SSO), Blackboard Learning Management Systems (BLMS) integration, and an isolated development environment for testing.

LITS Client Services will utilize email distribution and the ADOBECONNECTPRO-L listserv for communication to customers in reference to system changes, maintenance, and upgrades.

LITS Client Services will proactively communicate with the LITS and Healthcare Service Desks ahead of customer communication in reference to system changes, maintenance, and upgrades, and provide guidance for helping customers with frequently asked questions.

Customer account requests and/or problems will be directed to Service Now for tracking purposes and routed to the correct support team.

Outreach to local IT desktop support groups and LITS and Healthcare Service Desks will provide them with information, knowledge, and tools to support their Adobe Connect customers.

Our Adobe Connect representative can schedule customized webinar training sessions for Emory departments on basic and advanced usage of the product.