



# **EarthSoft Support: An Inside View**

**EQuIS User Group**

**March 8, 2024**

**Lauren McClain**

# Agenda

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- Our Mission
- A Brief History of EarthSoft Support
- EarthSoft Support Today
- About Us
- What Do We Do?
- The Lifecycle of a Support Ticket
- What Makes a Good Support Ticket
- Common Client Questions
- Q&A



# EarthSoft Product Support Group

## Our Mission:

To support high quality EQUS software in a way that maximizes satisfaction for our clients worldwide, promotes team member growth and learning, and enhances EarthSoft's position in the global environmental data management software industry.

We believe in an inclusive environment where our people are our most valuable resource. All roles are important in achieving our goals, and our respectful communication and collaboration within and across teams will synergistically amplify our ability to achieve our mission.

We understand and truly believe that each of us is doing the best job we can, given what we currently know, our skills and experience, the resources currently available, and the current situation.

# EarthSoft Support: Through the Years

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**Happy 30-year Anniversary,  
EarthSoft!!**

**One  
man  
show**

**Help Desk**

**Development  
Teams**

**Support  
Group**

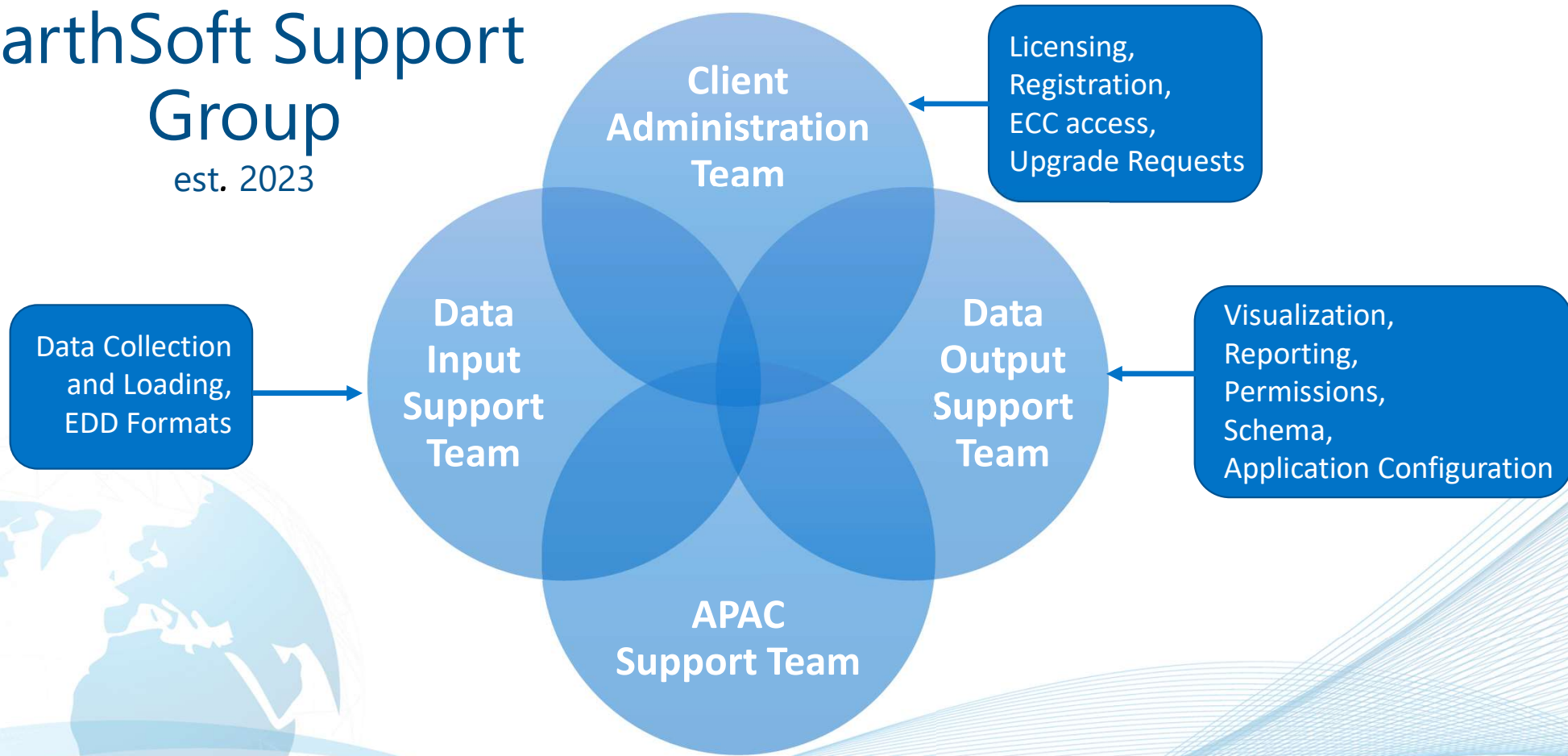
## Slide 4

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**MAPO** Marketing is currently working on our 30-year anniversary stuff, but it is not ready yet. Sorry.  
Mary Ann Parcher, 2024-03-05T23:34:25.402

# EarthSoft Support Group

est. 2023



# EarthSoft Support: About Us

## Who are the Software Technologists?

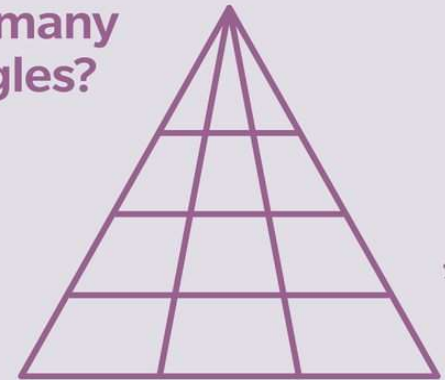
We are not:

- A call center
- Outsourced
- AI (Artificial Intelligence)

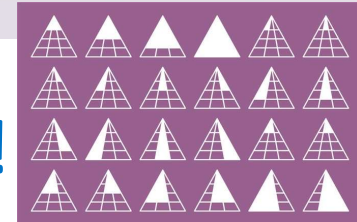
We are:

- Highly trained
- From a variety of backgrounds
- Puzzle lovers!

How many triangles?



24!



<https://www.rd.com/article/triangle-puzzle/>

# EarthSoft Support: About Us

*What do we want our clients to know about us?*





# EarthSoft Support: What do we do?

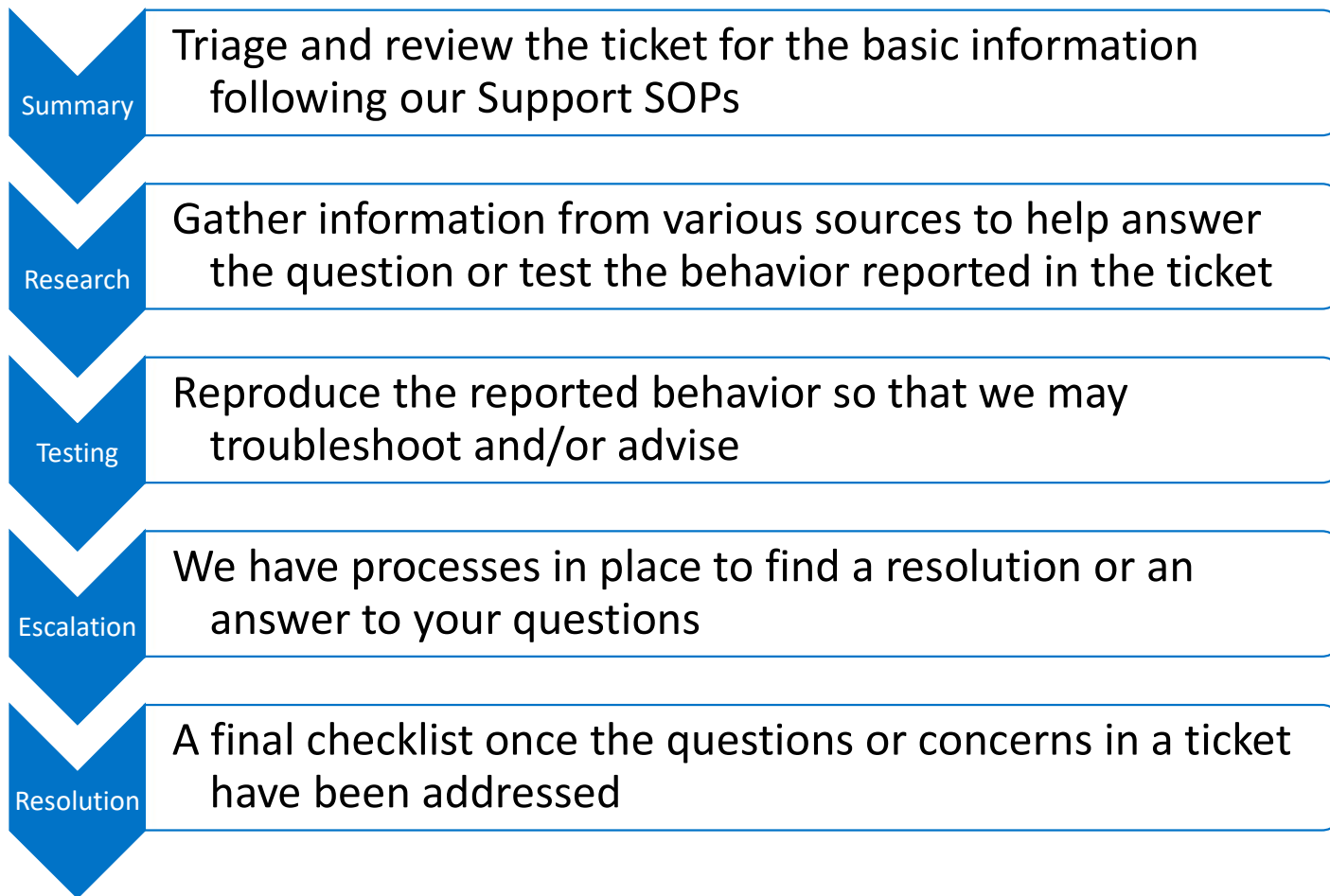
## Support Standard EQulS Products

- Provide guidance and advice to clients (both in writing and via meetings) on how to use our software products
- Troubleshoot issues and errors with our products
- Contribute to the future of the software by:
  - Diagnosing and writing up bugs
  - Clarifying and writing up feature requests
  - Identifying opportunities to improve documentation

## What Support Does NOT Do?

- Make changes to the code
- Determine when a bug or feature request will be implemented
- User management for a site
- Advise on client customizations to EQulS

# The Lifecycle of EarthSoft Support Ticket



# Which one doesn't belong??



<https://www.rd.com/article/which-one-doesnt-belong/>

# Which one doesn't belong??



<https://www.rd.com/article/which-one-doesnt-belong/>

## Slide 11

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**MAPO** You already had this image on Slide 8  
Mary Ann Parcher, 2024-03-05T23:35:05.325

# What Makes a Good Support Ticket?

## Initial Contact: Key to Efficient Support!

- Include your POC
- The more information we receive at first, the faster we can provide a resolution

## Details: Explain it to me like I'm 5

- Priority?
- What site are you in?
- What build are you using?
- If you get an error:
  - When did the error occur?
  - What were you doing to produce the error?
- If you tell us a user is having an issue, who is it?
- If you are working with certain data, which facility? What data?
- How would you walk someone through reproducing this error/behavior?
- What troubleshooting steps have you already taken, if any?

**Screenshots are always welcome!**

EarthSoft Support: [https://help.earthsoft.com/index.htm?earthsoft\\_support.htm](https://help.earthsoft.com/index.htm?earthsoft_support.htm)



# Spot the Differences!



<https://www.rd.com/list/spot-the-difference/>

## Slide 13

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**MAPO** Since there are more than one, should this be "Spot the Differences!"?  
Mary Ann Parcher, 2024-03-05T23:38:30.828



# EarthSoft Support: Common Client Questions

- Why are you asking for XYZ again? I just sent it last week!
- Why won't Support get on a call to answer my question?
- We already have a call scheduled – why are you still asking me for more information?
- Why do you keep asking me for information?
- Why can I not login to the EarthSoft Community Center? I just registered!
- Where is the Source Code I requested?
- Why does my ticket show as “closed” even though the bug/feature has not been developed?