



ca World '17

CUSTOMER SUCCESS TEAM

# Customer Resource Overview

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CST01T



# Getting Started With CA



1

## Customer Resources

- ✓ **Meet** Global Customer Success
- ✓ **Register** for access

2

## Product Resources

- ✓ **Training and Education**
- ✓ **Support Portal**
  - Product Information
  - Communities
  - Download Management
  - Case Management
- ✓ **Events**

# Our Customer Promise

To consistently deliver a superior experience by putting your organization at the center of all we do. The ultimate measure of our success is through your success and earning your trust as a strategic partner.



**Invest to build  
long-term relationships**



**Deliver innovative  
business outcomes**



**Commit to each  
customer's success**

# Our People

**700+** Engineers with decades of support experience and industry recognized continuing education programs

**270+** Customer success & customer care team members focused on positive customer experience

**We power the global innovation leaders that power the global economy.**

**13+** Years average tenure, with 9 major languages at over 25 worldwide sites

# Your Contacts



Customer Success Manager  
First Last  
000-000-0000  
[first.last@ca.com](mailto:first.last@ca.com)

- Welcome to CA overview
- Schedule roadmap presentations
- Schedule check-in meetings
- Organize Pre-Upgrade Planning Reviews
- Engage resources for support escalations
- Organize Technical Workshops
- Share best practices

This will depend on services purchased



Customer Care Team  
1 800 225 5224, Option 2  
<https://communities.ca.com/community/customer-care>

- General questions
- Provides licensing
- Resets passwords
- Help with downloads
- Accessible via Communities and Phone by anyone in your organization



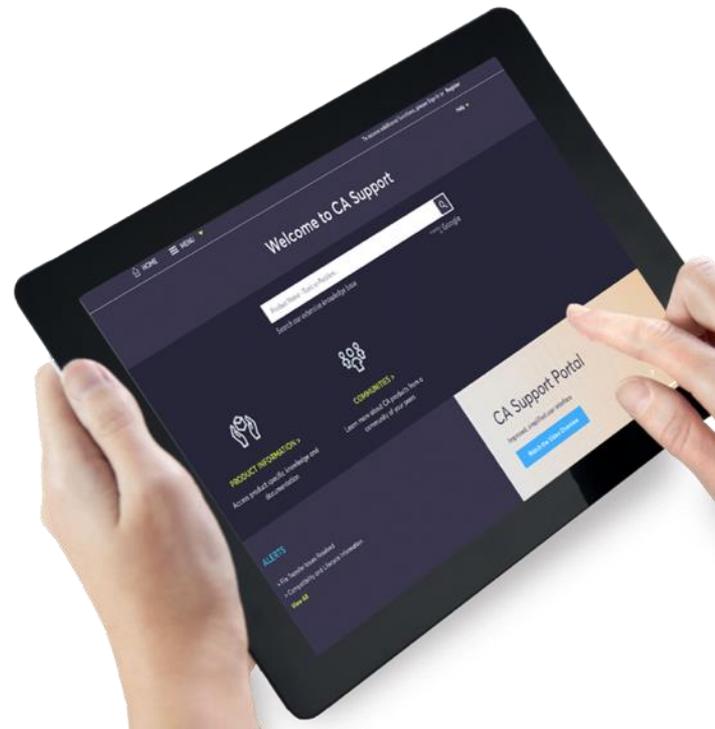
CA Support Team  
1 800 225 5224, Option 2  
[Support.ca.com](https://support.ca.com)

- Provides product support
- Provides chat support on many solutions
- Participates in communities
- Writes knowledge articles

# Registration Benefits

Registration Benefits	Basic	Education	Support
CA Partner Portal			
Support case management			X
Premium support content			X
Customer Validation Program			X
Instructor-led and online courses		X	
Certification exams		X	
Webcasts	X	X	X
CA Communities	Limited view	X	X
Product Documentation	Limited view	X	X
Ca.com content	X	X	X

We encourage all users to register with their Enterprise Site Id to take advantage of the full suite of support resources.



# Registration starts at

[support.ca.com](https://support.ca.com)



ACCESS CAN TAKE UP TO 48 HOURS

Having trouble?  
Click to chat with  
Customer Care

## Register with CA Technologies

Register once and gain access to:  
CA Technologies services, support, education, communities and partner resources.

**Basic Access**  
Access to **CA.com** and **CA Communities** where you can connect with IT management experts and colleagues on an array of today's most important business and technology topics.

**CA Partner**  
Access to the **CA Partner Portal** with tools, resources and program benefits to help grow your partnership with CA Technologies. Includes access to **CA Education** and **CA Support**.

**CA Support**  
Access CA Technologies 24x7 online **Support** for self-service and case management

**CA Education**  
Access **CA Education** courses, accreditation exams, best practices training solutions, and learning paths

**Basic Access Information**

First Name

Last Name

Email Address

Password

Confirm Password

Alias/Screen Name

**Company/Location Information**

Company

Job Title

United States

Address 1

Address 2

City

State/Province

Postal Code

Phone

Phone Extension

**Support Access Information**

Type of Customer ID

Preferred Contact Method:  Email  Phone

Preferred Language

**Education Access Information**

Time Zone

Site/Language

CALL  CHAT

Customers should select

- ✓ Basic Access
- ✓ CA Support
- ✓ CA Education

Use your **business email address** to access CA Support Content

Select Enterprise Support Access, then enter your Enterprise Site ID

# Already registered? Update Your Profile

If you previously registered for Basic Access and need to add support, simply edit your profile.

The screenshot shows the 'My Profile' page with the following elements:

- Top Navigation:** A 'Sign In' button with a user icon and a 'My Profile' button with a user icon.
- Step 1:** '1. Click Sign in from ca.com' points to the 'Sign In' button.
- Step 2:** '2. Click My Profile in top right corner' points to the 'My Profile' button.
- Profile Header:** 'My Profile' title and a message: 'Keep your profile up-to-date to maximize your CA Technologies online experience and ensure that you have access to the latest information and resources.'
- Navigation Tabs:** 'Basic Access', 'CA Partner', 'CA Support', and 'CA Education'. 'CA Support' is highlighted with a callout box.
- Step 3:** '3. Select Edit at the bottom of your profile' points to the 'Edit' button at the bottom of the profile form.
- Profile Form:** Contains two sections: 'Basic Access Information' and 'Company/Location Information'.
  - Basic Access Information:** Salutation: Ms., First Name: Rachel, Last Name: Macik, Email Address: macra02@ca.com, Password: \*\*\*\*\* [change password], Alias/Screen Name: Rachel\_Macik.
  - Company/Location Information:** Company: CA Technologies, Job Title: Sr Principal Product Marketing, CX, Country: United States, Address 1: 713 625 9421, Address 2: City: Houston, State/Province: Texas, Postal Code: 77040, Phone: 1-800-225-5224, Phone Extension:, Time Zone: (GMT-06:00)Central Time(US & Canada), Site/Language: United States - English.
- Callout Box:** 'Click "CA Support," add your Enterprise Site ID information and save' points to the 'CA Support' tab.

# Product Resources



1

## Customer Resources

- ✓ Meet Global Customer Success
- ✓ Register for access

2

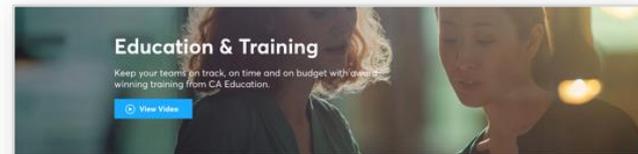
## Product Resources

- ✓ Training and Education
- ✓ Support Portal
  - Product Information
  - Communities
  - Download Management
  - Case Management
- ✓ Events

# Training and Education

[www.ca.com/education](http://www.ca.com/education)

- [Learning Paths](#)
- [Certification](#)
- [Self Directed or Instructor Led Training](#)



**Education & Training**  
Keep your teams on track, on time and on budget with award-winning training from CA Education.  
[View Video](#)

**Personalized learning. Powerful doing.**  
Business is pass or fail. Make sure your people get the education and training to take your business to the next level. CA Education offers a library of over 400 courses to help your teams get the very most from every CA solution. It's learning designed with doing in mind—helping you to improve user adoption and productivity, reduce your reliance on external support and maximize your investment to create a competitive edge.



1 hour of training saves 5 hours of lost productivity.  
[View the CA Education story >](#)

**Know more. Start now.**  
More than 25,000 courses a year. Taught by award-winning instructors who average more than 20 years of experience and boast a 94 percent satisfaction rating. This is the place to learn. Now is the time to start.

[Find Your Learning Path](#)   [Find a Course](#)   [Log In/Sign up for Training](#)   [Free Training](#)



**CA Learning Management**  
Learn something new. Achieve something extraordinary.

[Search the Catalog](#)   [My Learning Dashboard](#)   [Universities](#)

[Product Training](#)   [Product Certification](#)



**CA Project & Portfolio Management 15.2 Learning Paths**  
for Customers

**LEARNING PATHS**

- All Roles
- Project Management
- Portfolio Management
- Financial Management
- Resource Management
- Time Management
- Report Management / Journals
- Business Administration

**All Roles**

Course Title	Duration	Role	Access
CA PPM 15.2: Product Overview 100	100 min	eLearning	330CA110
CA PPM 15.2: Cumulative Differences 200	200 min	eLearning	330CA240
OnDemand CA PPM 15.2: Core Components 200	200 min	eLearning	330CA240
OnDemand CA PPM 15.2: Time Management 200	200 min	eLearning	330CA240
OnDemand CA PPM 15.2: Demand Management 200	200 min	eLearning	330CA240
CA PPM: Video Playlist		Media Asset	L16

# Free Training

[ca.com/freetraining](https://ca.com/freetraining)

Take advantage of valuable content designed to help you make the most of your investment.

Free Training

CA offers free training that is web-based and easily accessible.

### Free Product Training Courses

Explore our catalog of free, web-based, product training courses below. Don't see what you're looking for? More free Web-based trainings can be found in our [full course catalog](#).

COURSE TITLE	DESCRIPTION	ADDITIONAL LINKS
CA PPM 15.2: Product Overview 100 >	This course is designed to describe to PMD leaders how CA PPM can be used to empower their organizations to seamlessly manage services, projects, products, people and financials.	<a href="#">Learning Paths &gt;</a> <a href="#">Community &gt;</a>
CA PPM 15.2: Cumulative Differences 200 >	This course covers the major functional enhancements and changes for CA Clarity PPM 14.1, CA Clarity PPM 14.3, CA PPM 14.3, CA PPM 14.4, CA PPM 15.1 and CA PPM 15.2.	<a href="#">Learning Paths &gt;</a> <a href="#">Community &gt;</a>
CA PPM 15.1: Data Warehouse Management 300 >	This class will explain the benefits of the data warehouse and the reporting challenges that it addresses. You will also be taught about setting up the data warehouse and managing its schema. This course will help you remedy the causes of performance issues and manage the data warehouse schema effectively.	<a href="#">Learning Paths &gt;</a> <a href="#">Community &gt;</a>

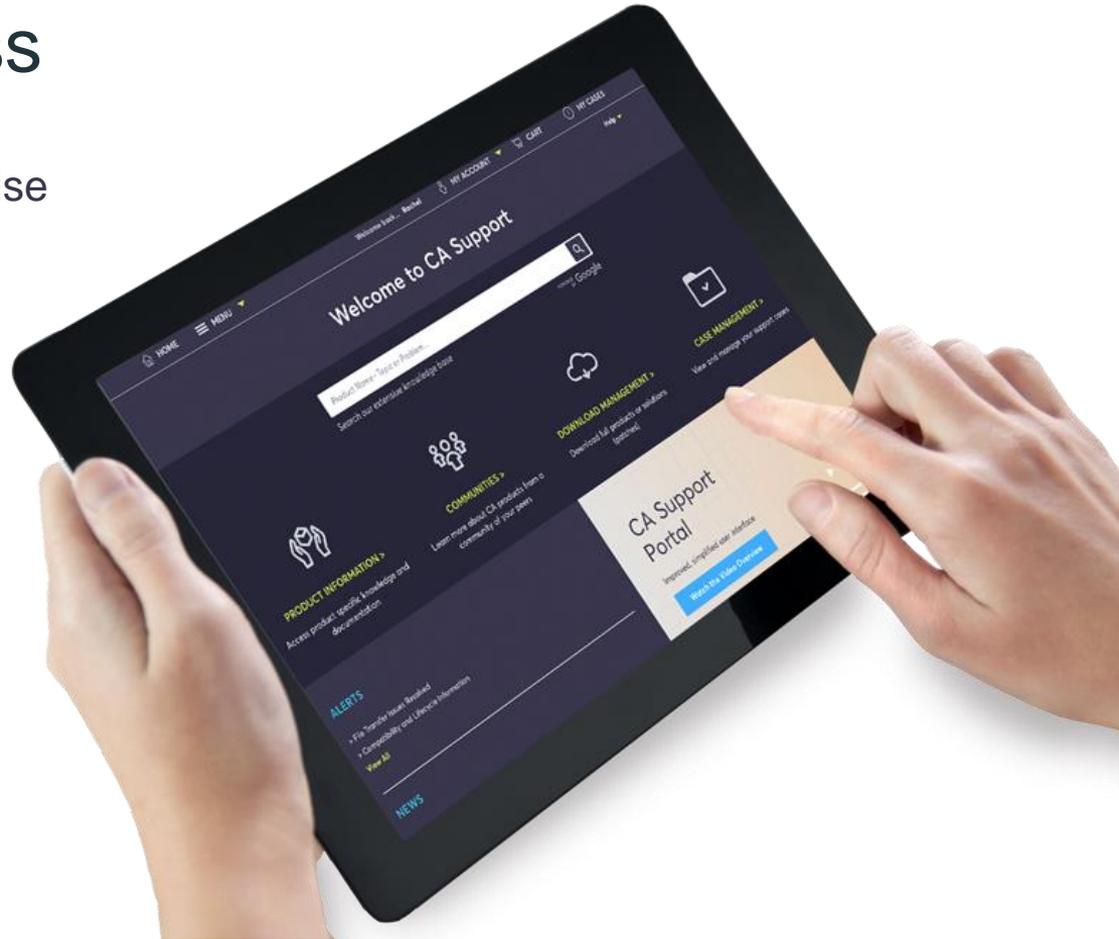
# Support Portal Access

Your registration details and Enterprise Site ID determine entitlement for support.ca.com.

Entitlement enables:

- Product and solution downloads
- Support case initiation and management

[support.ca.com](https://support.ca.com)



# Need help? Open a Customer Care Case

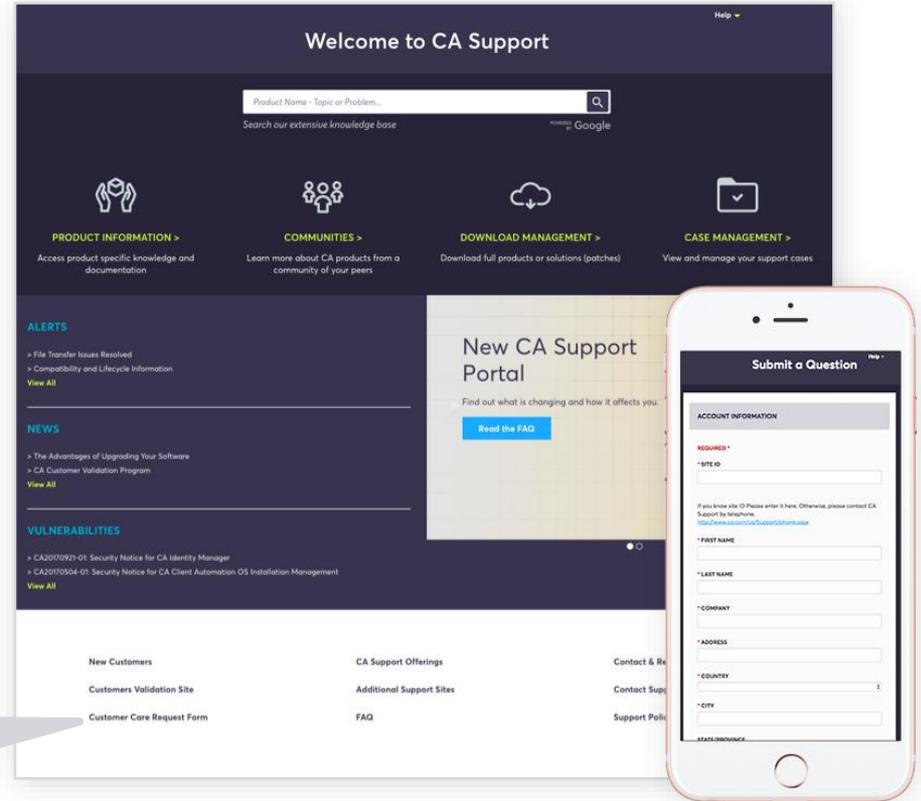
## Non-Technical Assistance

- General questions
- Provides licensing
- Reset password
- Download assistance

Search the [Customer Care Community](#) for FAQ or to ask a question

From [support.ca.com](#), scroll to the bottom and click, Customer Care Request Form

18002255224 Option 2



# Product Information and Self-service Support

## Staff Selection

- Product information chosen by the CA Product Owner

## Solutions

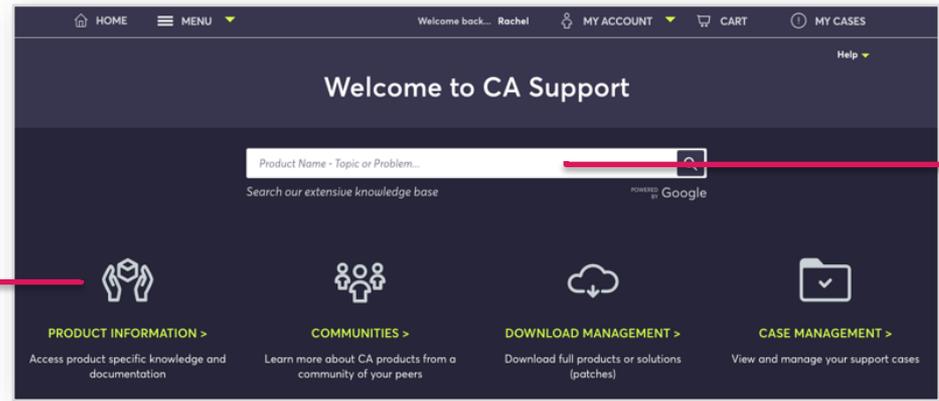
- Published solutions/fixes

## Knowledge Base

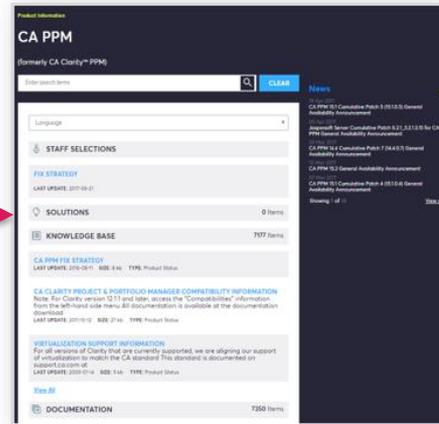
- Knowledge Base Articles, Problems, Product Status

## Documentation

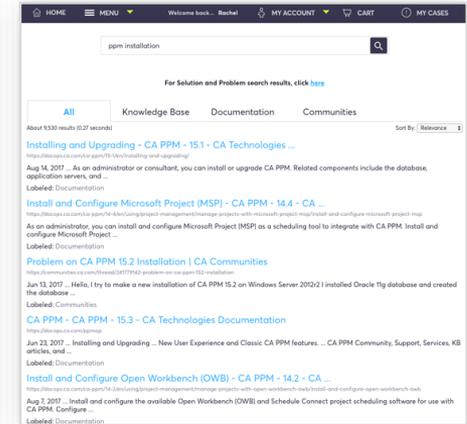
- DocOps – Release specific



## Browse Product Information Pages



## Use Google Search



# Product Documentation

[docops.ca.com](http://docops.ca.com)

Official documentation from the CA Product Teams. This includes links to multiple resources for running the solution as well as getting started and installation.

Release Specific

The screenshot displays the CA PPM documentation website. The top navigation bar includes links for Why CA, Products, Education & Training, Services & Support, Partners, and My Account. A left sidebar lists various documentation categories such as Getting Started, Reporting, and Administration. The main content area features an 'Announcements & News' section with recent updates. Below this, there are three featured cards: 'Getting Started', 'Release Information', and 'Installing and Upgrading'. A search filter overlay is visible in the foreground, showing a search bar with the text 'CA PPM (formerly CA Clarity™ PPM)' and a 'Filter Search Result' section with dropdown menus for Component (15.2), Documentation, Year (All), Language (English), Date (Newest), and File Type.

# What are the online CA Communities?



Global Success Team  
Sydney Australia

We launched the CA Communities to facilitate conversations between users of all levels to offer opportunities for product onboarding, customizations, and improvements. Each community is organized by product or by general information. Don't be afraid to ask a question... there are literally thousands of people waiting to respond.

## General Information

- [Customer Care Community](#) is hosted by the Customer Care team and is most helpful for new users
- [The Water Cooler Community](#) hosts general information and training for the communities platform



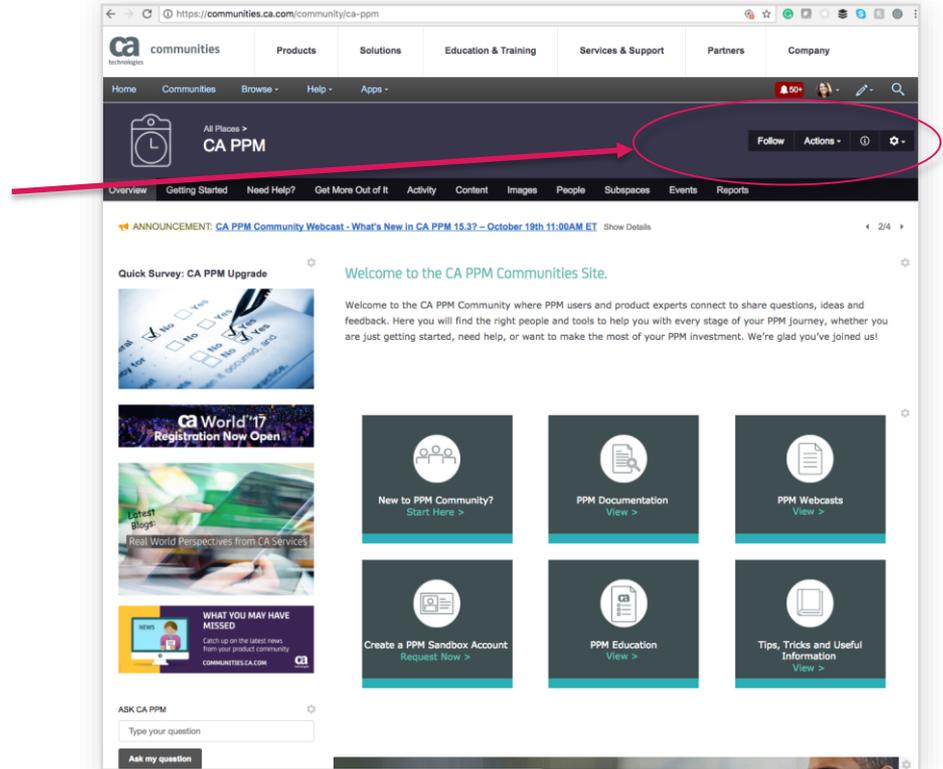
[communities.ca.com](https://communities.ca.com)

# Follow Your Product Community

Blog posts | Install & Upgrade information | Q & A | Polling Videos | Support Engineers Roadmap Webcasts



<https://communities.ca.com/docs/DOC-231166155>



# Product Roadmaps & Feedback Sessions

Gain firsthand knowledge about upcoming product functionality and features along with architectural enhancements

[ca.com/roadmap](http://ca.com/roadmap)

The screenshot shows the CA Technologies website's 'Product Roadmaps & Feedback Sessions' page. The header includes navigation links for 'Free Trials', 'Communities', 'CA for Developers', 'North America (English)', and 'My Profile'. The main navigation bar contains 'Products', 'Solutions', 'Education & Training', 'Services & Support', 'Partners', and 'Company'. The hero section features a blue background with the title 'Product Roadmaps & Feedback Sessions' and the tagline 'Together, let's shape the future of CA.' A map icon with a location pin is also present. On the right side, there are icons for 'Chat', 'Contact', and 'Email'. The main content area explains that the company is listening to customers and offers insights into product roadmaps. Below this, there are two columns for 'Product Roadmap Sessions':

- CA Application Performance Management**  
(Roadmap as of August 2017)  
*Click 'Register' to select session*
  - October 19, 2017 11 AM EDT
  - October 19, 2017 10 PM EDT
  - December Dates: Coming Soon!
  - January Dates: Coming Soon!
  - February Dates: Coming Soon!
  - March Dates: Coming Soon!
- CA Service Virtualization**  
(Roadmap as of July 2017)  
*Click 'Register' to select session*
  - October 25, 2017 3 PM EDT
  - December 5, 2017 11 AM EDT
  - December 12, 2017 10 PM EDT
  - January Dates: Coming Soon!
  - February Dates: Coming Soon!
  - March Dates: Coming Soon!

Each session column has a blue 'Register' button at the bottom.

# Ideation

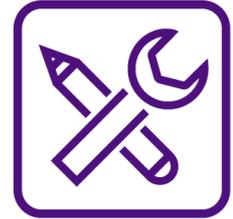
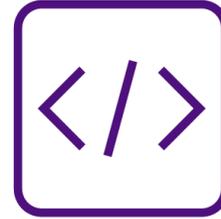
## Direct Say in CA Technologies Products Roadmap



Submitting ideas for product enhancements



Voting on discussing ideas from other community members



Opting into product validation programs to test incremental process and provide feedback that will influence the next iteration

For more details on how to submit the Ideas on the Community follow the [video](#)

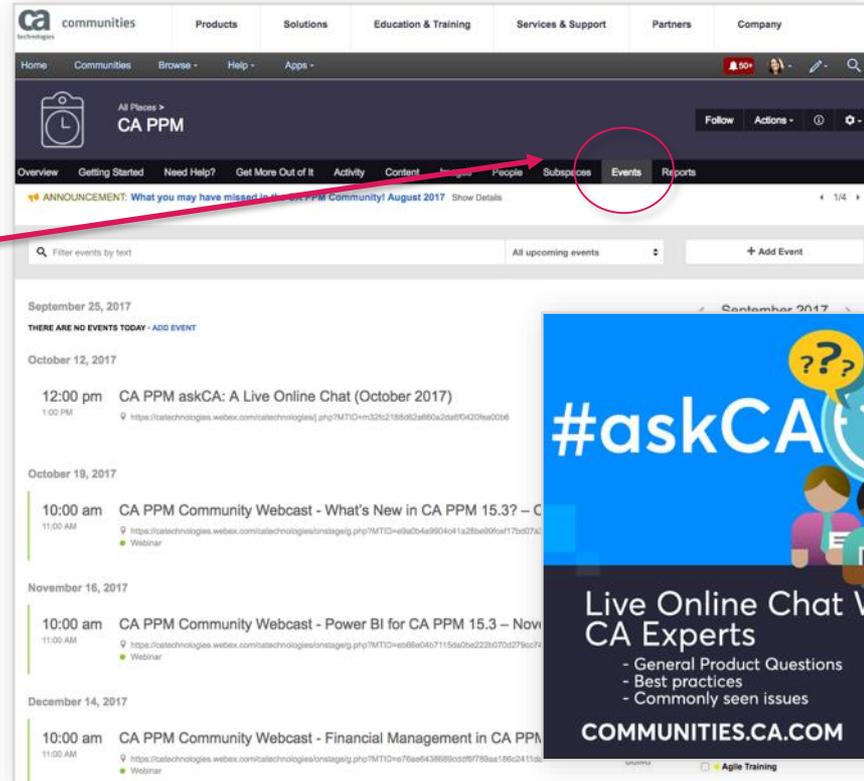
# Ask CA Online Chat

Click the Events tab in your product community

Ask CA (formerly Office Hours) is a popular way to get fast answers to questions. It takes the format of on-line chat, but is staffed by numerous CA experts in Sales, Marketing, Engineering, Support etc.



[communities.ca.com](https://communities.ca.com)



# Product and Solution Downloads

The screenshot shows the CA Support Portal homepage. At the top, there is a navigation bar with links for HOME, MENU, MY ACCOUNT, CART (highlighted with a red box), and MY CASES. Below the navigation bar, the main heading reads "Welcome to CA Support". A search bar is present with the placeholder text "Product Name - Topic or Problem..." and a search icon. Below the search bar, it says "Search our extensive knowledge base" and "POWERED BY Google".

The main content area features four columns of navigation options, each with an icon and a title:

- PRODUCT INFORMATION >**: Access product specific knowledge and documentation. Icon: hands holding a graduation cap.
- COMMUNITIES >**: Learn more about CA products from a community of your peers. Icon: three people silhouettes.
- DOWNLOAD MANAGEMENT >**: Download full products or solutions (patches). Icon: cloud with a download arrow. This link is highlighted with a red box, and a red arrow points to it from the right side of the image.
- CASE MANAGEMENT >**: View and manage your support cases. Icon: folder with a checkmark.

At the bottom left, there is an "ALERTS" section with the following items:

- > Compatibility and Lifecycle Information
- > CA Business Intelligence 41 Replacement
- [View All](#)

At the bottom right, there is a "New CA Support Portal" banner with the text "Find out what is changing and how it affects you." and a "Read the FAQ" button.

# Product and Solution Downloads

HOME MENU Welcome back... MY ACCOUNT CART MY CASES

Change Download Preference Help

## Download Management

Search By Product Name... CLEAR

Product Downloads Available: 12 Solution Downloads Available: ✓ 2E	Product Downloads Available: 1 Solution Downloads Available: ✓ ACCUCHECK	Product Downloads Available: 16 Solution Downloads Available: ✓ ACF2	Product Downloads Available: 1 Solution Downloads Available: ✓ ACF2 VSE
Product Downloads Available: 1 Solution Downloads Available: ✓ ACM/MLINK	Product Downloads Available: 17 Solution Downloads Available: ✓ ADVANCED AUTHENTICATION	Product Downloads Available: 2 Solution Downloads Available: ✓ ADVANCED AUTHENTICATION MAINFRAME	Product Downloads Available: 10 Solution Downloads Available: ✓ ADVANTAGE DATA TRANSFORMER

# Case Management

The screenshot shows the CA Support Portal homepage. At the top, there is a navigation bar with links for HOME, MENU, Welcome back..., MY ACCOUNT, CART, and MY CASES. The MY CASES link is highlighted with a red box. Below the navigation bar, the main heading reads "Welcome to CA Support". A search bar is present with the placeholder text "Product Name - Topic or Problem..." and a search icon. Below the search bar, it says "Search our extensive knowledge base" and "POWERED BY Google". The main content area features four icons with corresponding text: "PRODUCT INFORMATION >" (Access product specific knowledge and documentation), "COMMUNITIES >" (Learn more about CA products from a community of your peers), "DOWNLOAD MANAGEMENT >" (Download full products or solutions (patches)), and "CASE MANAGEMENT >" (View and manage your support cases). The CASE MANAGEMENT > link is highlighted with a red box. A red arrow points from the right side of the image towards the CASE MANAGEMENT > link. At the bottom left, there is an "ALERTS" section with links for "Compatibility and Lifecycle Information" and "Supported Protocols for Secure Uploading of Files", and a "View All" link. At the bottom right, there is a "CA Support Portal" logo.

# Create a New Case

## Online

- Enter product info
- Fill in your case info
- Provide contact information

## By Phone

- 18002255224 Option 1
- For Global Support numbers go to [www.ca.com/phone](http://www.ca.com/phone)
- Have your Enterprise Site ID ready
- This approach **MUST** be used if a case is a 'Severity 1'

The screenshot shows a web application interface for creating a new case. The top navigation bar includes 'My Cases', 'Create New Case' (which is active), and 'Search Cases'. The form is titled 'CONTACT NAME' and contains the following fields:

- CONTACT NAME:** Cunderlikova, Sarka
- REQUIRED\*** section:
  - \*PRODUCT:** Clarity PPM Application (text input)
  - \*SEVERITY:** 2 (dropdown menu)
- CLARITY ON PREMISE:** is the associated CA Product (text below the product field)
- \*COMPANY:** COMPUTER ASSOCIATES INTERNATIONAL, INC. (000047) (dropdown menu)
- \*TITLE:** Error message: 'Project not active' (text input)
- \*DESCRIPTION:** - steps executed  
- error message (text area)
- BUSINESS IMPACT:** (empty text input)

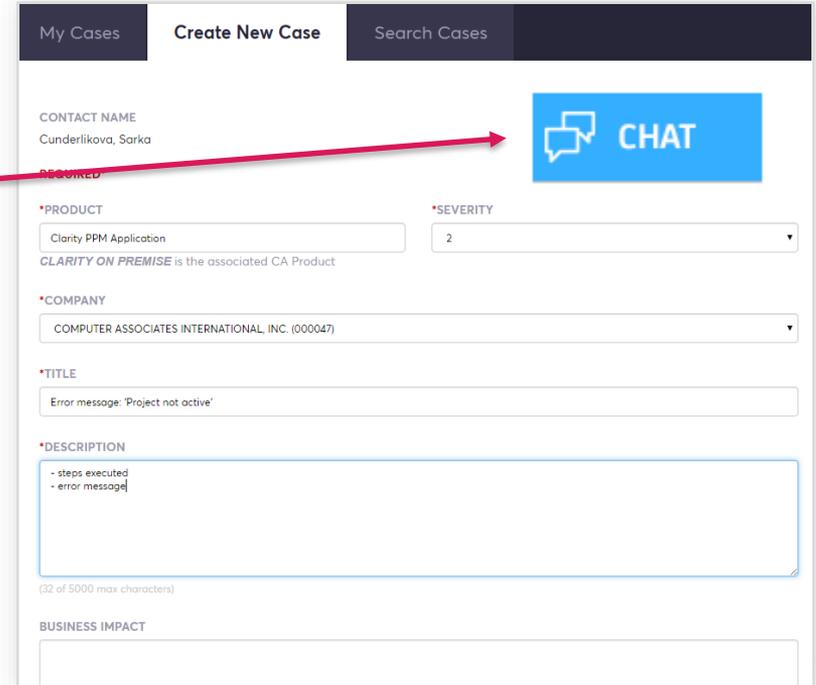
Additional details: A character count '(32 of 5000 max characters)' is shown below the description field.

# Chat Instead of Opening a Ticket

## Have a quick question?

When chat is available, a “CHAT” icon will appear once you have selected your product.

Chat is a great option for quick questions that do not require too much technical troubleshooting.



The screenshot shows a user interface for creating a new case. At the top, there are three tabs: 'My Cases', 'Create New Case' (which is active), and 'Search Cases'. Below the tabs, the form contains the following fields:

- CONTACT NAME:** Cunderlikova, Sarka
- RESERVED:** A red line is drawn through this label.
- \*PRODUCT:** A dropdown menu with 'Clarity PPM Application' selected. Below it, a note says 'CLARITY ON PREMISE is the associated CA Product'.
- \*SEVERITY:** A dropdown menu with '2' selected.
- \*COMPANY:** A dropdown menu with 'COMPUTER ASSOCIATES INTERNATIONAL, INC. (000047)' selected.
- \*TITLE:** A text input field containing 'Error message: 'Project not active''.
- \*DESCRIPTION:** A large text area containing '- steps executed' and '- error message|'. Below the text area, it says '(32 of 5000 max characters)'.
- BUSINESS IMPACT:** An empty text input field.

A blue button with a speech bubble icon and the text 'CHAT' is located in the top right corner of the form. A red arrow points from the text 'CHAT' in the first paragraph to this button.

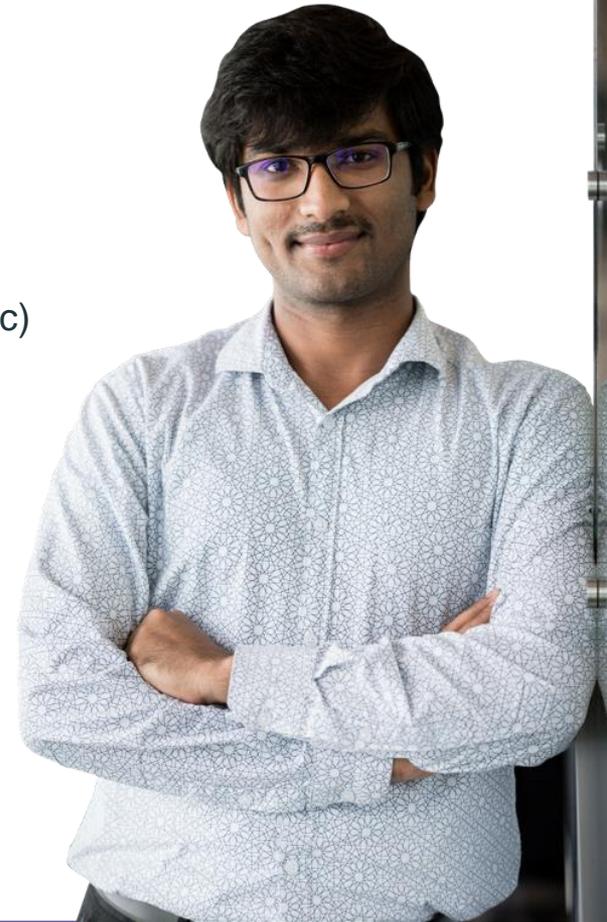
# Opening a Case – Tips

## Give as much relevant information, as soon as possible

- Your Enterprise Site Id (if raising by phone)
- The CA product you are using (API Management SaaS)
- Environmental details (release level, probe versions, OS / DB info etc)
- Error messages / unusual behavior
- Documentation (logs, screenshots etc.)
- Steps to reproduce
- Business impact as well as any deadlines or project plans

## Partner with Support to work toward resolution

- Execute diagnostics as requested by CA and inform CA of results
- Communicate directly with CA to verify problem and provide detailed info
- Validation of case resolution



# Determining Issue Priority

## Define the Severity Based on Business Impact/SLOs

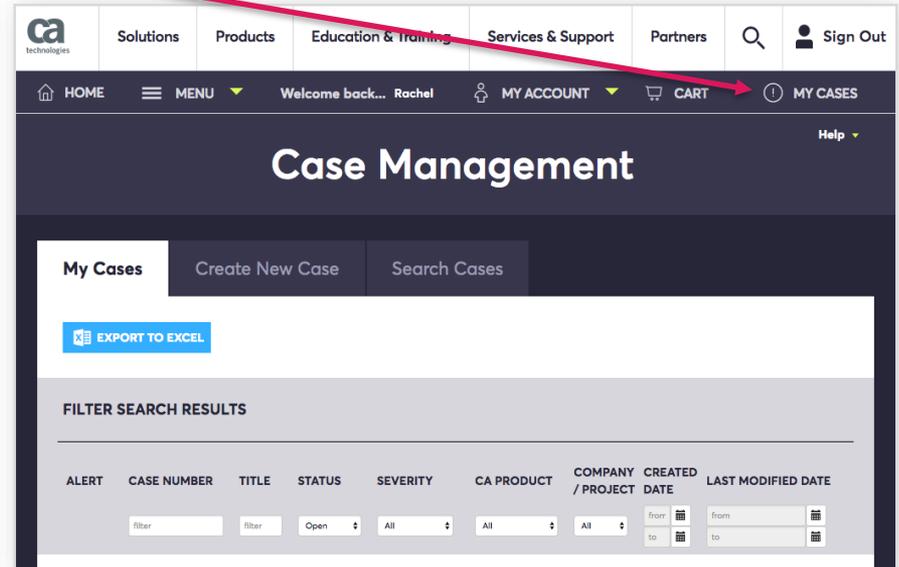
Severity	SLO	Service Level Description
1	1 Hour	“System Down” or product inoperative condition impacting a production environment. *Via Phone Only
2	2 Business Hours	High-impact business condition, the software may operate but is severely restricted.
3	4 Business Hours	Low-impact business condition with a majority of software functions still usable.
4	1 Business Day	Minor problem or question that does not affect the software function.

“Severity 1” means System Down or a product-inoperative condition impacting a production environment for which no workaround is immediately available, such as (i) production server or other mission critical systems are down; (ii) a substantial portion of mission-critical data is at a significant risk of loss or corruption; (iii) a substantial loss of service; (iv) business operations have been severely disrupted; or (v) an incident in which the software causes catastrophic network or system failure or that compromises overall system integrity or data integrity when the software is installed or when it is in operation (i.e., system crash, loss or corruption of data, or loss of system security) and significantly impacts ongoing operations in a production environment

# Manage Your Support Cases

You can keep track of your cases on the CSO home screen. Check under the section 'My Cases' or you can call CA Support for further assistance.

'My Cases' changes to 'Cases Pending' when there are cases pending action from your team.



The screenshot shows the CA World '17 Case Management interface. The top navigation bar includes the CA Technologies logo, menu items for Solutions, Products, Education & Training, Services & Support, and Partners, along with a search icon and a Sign Out button. Below this, a secondary navigation bar shows HOME, MENU, a welcome message for Rachel, MY ACCOUNT, CART, and MY CASES (highlighted with a red arrow). The main content area is titled 'Case Management' and features a 'My Cases' tab, 'Create New Case', and 'Search Cases' buttons. An 'EXPORT TO EXCEL' button is also present. Below these is a 'FILTER SEARCH RESULTS' section with a table of columns: ALERT, CASE NUMBER, TITLE, STATUS, SEVERITY, CA PRODUCT, COMPANY / PROJECT, CREATED DATE, and LAST MODIFIED DATE. Each column has a corresponding filter input field.

ALERT	CASE NUMBER	TITLE	STATUS	SEVERITY	CA PRODUCT	COMPANY / PROJECT	CREATED DATE	LAST MODIFIED DATE
<input type="text" value="filter"/>	<input type="text" value="filter"/>	<input type="text" value="Open"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="from"/>	<input type="text" value="from"/>
							<input type="text" value="to"/>	<input type="text" value="to"/>

# Case Escalation

**Ensure case is at the appropriate severity level.**  
**To escalate an existing support case if the business impact has changed, or it is not progressing appropriately, there are 2 options:**

- Call CA Customer Support (18002255224 Option 1)
  - Give the support case number
  - Ask to speak to a CA Support Manager
  - Explain the situation
- Update the Support Case with the comment requesting a Support Manager contact you

**If further escalation is required, please contact your CA Customer Success Manager**



# Product Notifications

- Be the first to know when product status changes
- Opt in for critical alerts, advisory notifications and product updates

All Products	Critical Alerts	Advisory	Product Update
2E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCUCHECK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACF2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACM/MLINK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADVANCED AUTHENTICATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADVANTAGE DATA TRANSFORMER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[support.ca.com/irj/portal/hyperSubscription](https://support.ca.com/irj/portal/hyperSubscription)

MY ACCOUNT

- PROFILE
- ADMINISTRATION
- PROJECT MANAGEMENT

Welcome to CA Support

Basic Access CA Partner CA Support CA Education

Access CA Technologies 24x7 online **Support** for self-service and case management

**Support Access Information**  
Time Format: hh:mm  
Date Format: MM/DD/YYYY  
Preferred Contact Method: Phone  
Preferred Language: English

**Request Additional Access**  
Get Access Now >

**My Product Notifications**  
Show My Notifications >

# How can Customer Success help you?



## Welcome to CA

- Familiarize you with our support tools and resources
- Organize implementation planning reviews

## Adopting our Solutions

- Coordinate hands-on Technical Workshops
- Organize pre-upgrade planning reviews
- Keep you informed of release updates and fixes

## Ensuring Your Success

- Schedule strategic business driving conversations
- Enable fast issue resolution

## Partnering with CA

- Ensure your feedback is heard
- Plan Roadmap sessions
- Case Studies
- CA World Speaking opportunities

# Useful Links



## [Main CA Contact Numbers](#)

[User Case Studies](#)

[CA Support Site](#)

[CA YouTube Chanel](#)

[General CA Support Policies](#)

[Training Courses  
and Paths](#)

[Product Notification  
Registration](#)



For the **General CA Support Policies**, change the link for the correct language: [Link here](#)

Questions?

Thank you.

Stay connected at  
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