

Taking the IBM Cloud Support Social Journey

Join Our Social Circuit!

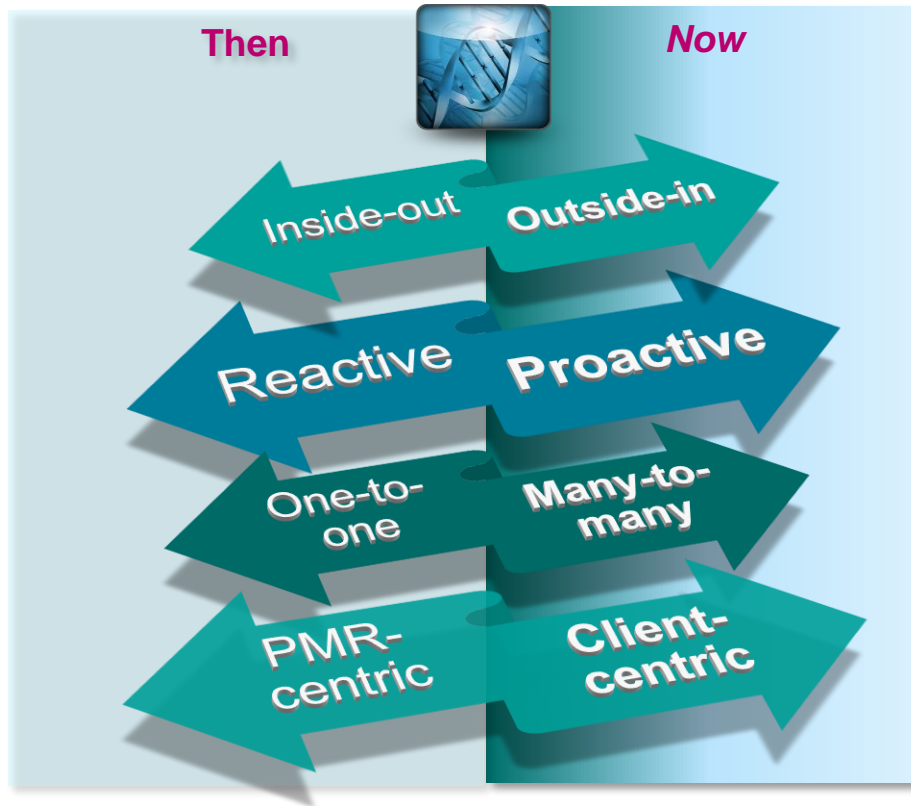


Agenda

- **Changing the Face of IBM Cloud Support**
- **Get Social**
- **Introduction to IBM Cloud Support Social Media Channels**
- **Use Cases**
 - **Use Case Subjects**
 - **Sample Use Cases**
 - **Asking a Technical Question**
 - **Chat with IBM Support**
 - **Screen Capture**
 - **One PMR, One Issue**
- **Summary**
- **Questions**

Changing the Face of IBM Cloud Support

IBM Cloud Support – Then & Now



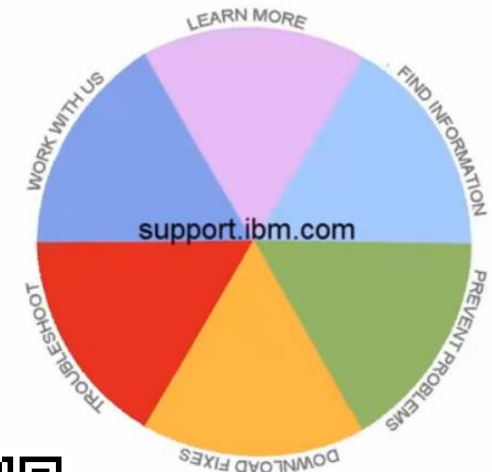
- The core of technical support is sharing expertise to make our clients successful
- Historically it's been via PMRs in a 1:1 sharing
- We have electronic support tools and a knowledge base for our clients to use
- The future is social - branching out across multiple channels to engage our clients around shared expertise

IBM Electronic Support

Easy, Fast, Smart. Your customized support experience

IBM Electronic Support:

- Provides the tools and resources you need to install and use your IBM products
- Prevents problems from occurring
- Keeps your products up-to-date
- Troubleshoots problems that may occur
- Works with IBM to solve complex problems
- Learns with IBM's training and education offerings

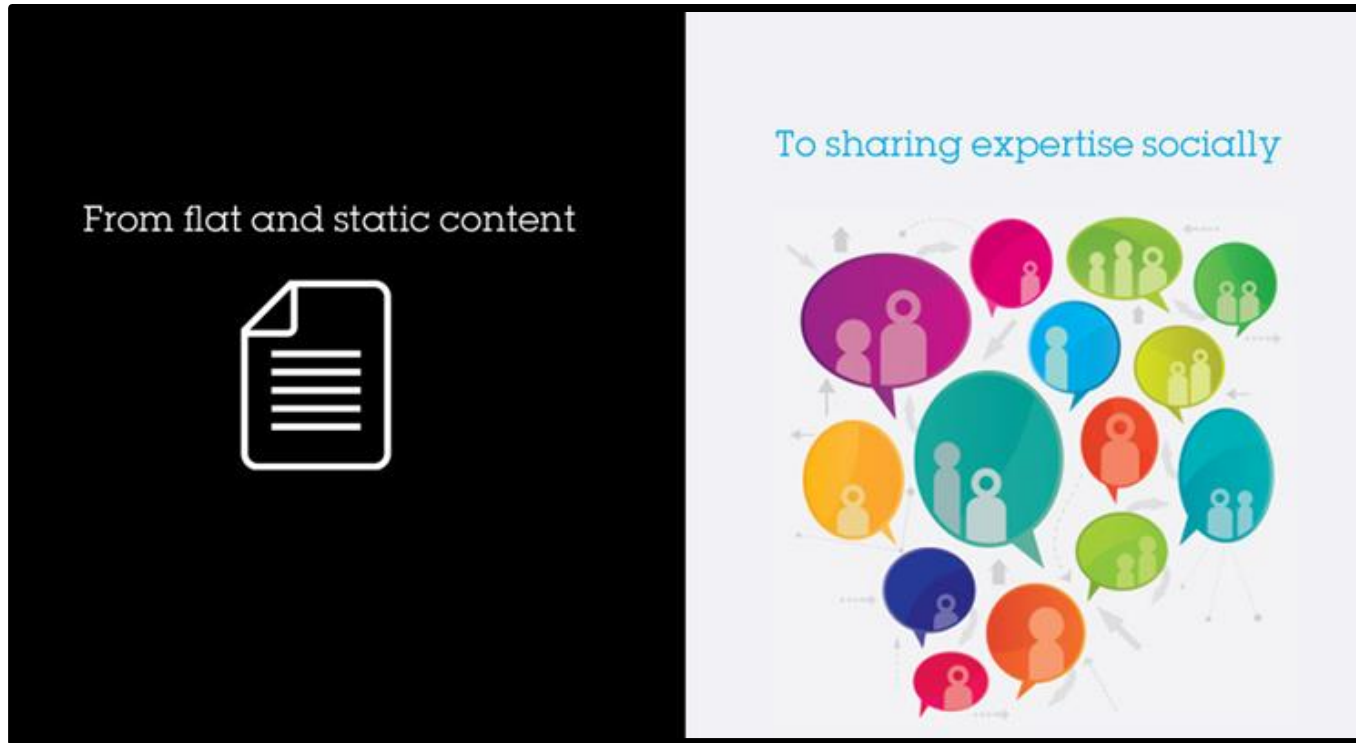


To find all of these great resources, visit:

<https://www.ibm.com/support/entry/portal/support>



IBM Cloud Support Transformation - Sharing Expertise Socially



Traditional	Transformation Options
Service Request Tool (SR Tool)	Social Media Channels
PMRs, Technotes, developerWorks	dW Answers, Blogs, YouTube, Twitter, Facebook, Technical Support Chat, LinkedIn

IBM Cloud Support Transformation

Then

Support Portal



IBM Electronic Support

IBM Cloud Support Transformation



Now

Support Portal



IBM Electronic Support



Social Computing






dW Answers

facebook

Get Social

Why Get Social?

The world is changing and becoming more ...

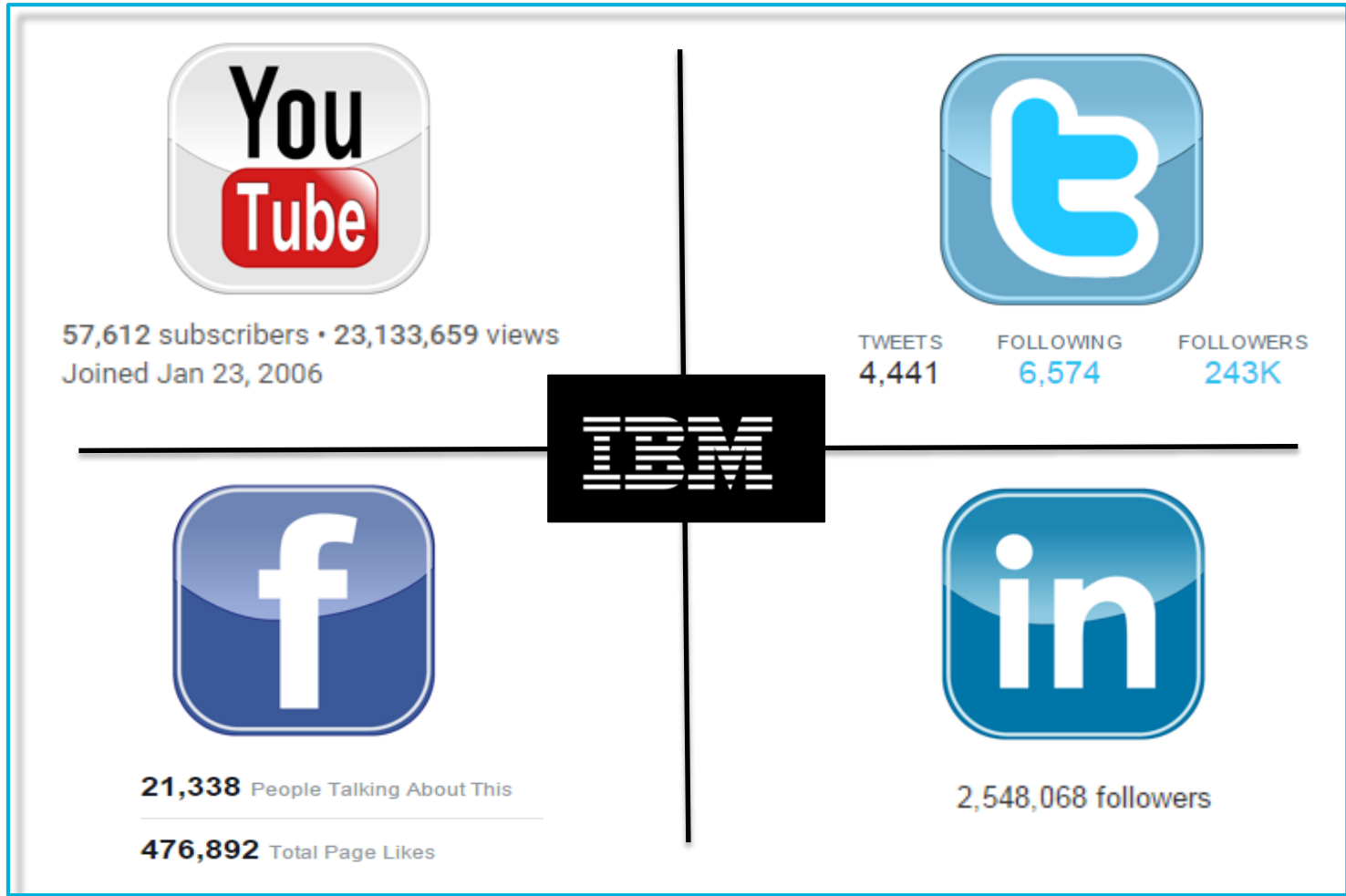
-  **Interconnected**
-  **Instrumented**
-  **Intelligent**

A “PMR” is the traditional way - An assigned technician helping out
 “Social” is the new approach - A pool of experts and entire IBM community



- Engage Experts*
- Share Knowledge*
- Faster Response*
- Learn*

Era of Social Media Revolution



Note: The data reflected is for IBM globally

Introduction to IBM Cloud Support Social Media Channels

Social Media – dW Answers

Where can I ask questions about my IBM products and solutions and get relevant answers?

dW Answers

Where can I connect with the user community that cares about the same topics I do?

dW Answers

Where can I engage in a conversation about IBM products and share my perspective?

dW Answers



Where it's all about the answers!
<https://developer.ibm.com/answers/>



Social Media – dW Answers



1. Search your question in an existing database

dW Answers

orchestrator ports

Tags ▾ Spaces ▾ More ▾

Questions matching 'orchestrator ports'

2510 Results found

Newest | Relevant

Refine your search

Posted

Any time ▾

Authored by

Start typing a username...

With tags

Start typing a tag...

2. Matching Results

- 1 Answer 0 Likes 106 Views **Orchestration capability in APIM** ORCHESTRATION *xan_z (141) answered | Mar 5, '15*
- 1 Answer 0 Likes 401 Views **firewall ports for Cloud Connections to SmartCloud Orchestrator** URBANCODE *Chris Ratcliffe (561) edited | Apr 14, '14*
- 1 Answer 0 Likes 660 Views **Deploying Service "orchestrations" on Bluemix** BLUEMIX ORCHESTRATION SERVICES DEPENDENCIES PATTERN *fsun (2935) edited | Sep 23, '14*

3. No relevant hit? Ask your question

Social Media – dW Answers



Ask a question

Ask a question



cloud orchestrator ports **4. Type your question**

Tips for asking questions

- Ask a question relevant to the dW Answers forum community.
- Keep the title short, descriptive, and in the form of a question.
- Provide enough details.
- Be clear and concise.
- Use correct spelling, punctuation, and capitalization.
- Add tags that represent the service or products you are asking about.
- This text editor supports **Markdown syntax** for things like headers, formatting, and lists.

[More tips »](#)

Rich text editor toolbar with icons for bold, italic, link, unlink, quote, code, insert image, list, ordered list, indent, outdent, undo, redo, and help.

What are the Cloud Orchestrator ports for connections? **6. Post your question**

What are the Cloud Orchestrator ports for connections?

Hint: You can notify a user about this post by typing @username.

Select a space for your question

dWAnswers Help

Tags

cloud orchestrator **5. Add appropriate tags**

Hint: Tags can contain more than one word; however, no space is allowed to separate multiple words.

Suggested tags: CLOUD-AN CLOUD CLOUD-ANALYTICS CLOUD DIRECTORY MOBILE CLOUD

Post your question

Social Media – dW Answers



Most Popular Tags

Tags

- A tag is a keyword that you assign to a blog to categorize it and make it easy to find
- Tags represent the topic, service or product being referenced
- Tagging a post with relevant keywords/tags helps readers find the posts with specific information they're looking for and aid search engines in finding the content

Sort by: Popularity Name		
BLUEMIX × 5003	STREAMSDEV × 1506	WASDEV × 1160
BPM × 1134	DEVOPS-SERVICES × 764	DEPLOY × 686
UCD × 596	LIBERTY × 571	PORTAL × 526
IBMODM × 498	WATSON × 484	MQ × 447
DIGEXP × 445	WAS × 416	JAZZHUB × 396
IIB × 379	MESSAGING × 362	SECURITY × 305
IOT × 290	NODE.JS × 281	ERROR × 274
UDEPLOY × 265	PUREAPP × 260	DATAPOWER × 257
WMB × 246	ZOS × 219	SQLDB × 213
HADOOP × 199	RAPIDAPPS × 199	WEBSHERE APPLICATION SERVER × 198
API × 196	HOW-TO × 196	NODE-RED × 195
INSTALLATION × 194	ZOSCS × 176	MOBILEDATA × 172
COMMSERVER × 171	PUREAPPLICATION × 170	DATABASE × 162
ECLIPSE × 162	CONTAINERS × 161	CICS × 156
DB2 × 153	SSL × 148	LOGIN × 148
FAQ × 144	CLOUDANT × 143	CASTIRON × 142

Social Media – dW Answers

Use the specific tag as listed for your product: [dW Answers](#)



MobileFirst	IBM Mobile Foundation / IBM Worklight	worklight
	IBM MobileFirst Platform Foundation	mobilefirst
	Urbancode	urbancode, ucd, ucr, ucb
	Cloud Orchestrator	ico, sco, clouductorchestrator, smartclouductorchestrator, cloud, openstack, orchestration, smartcloud

Product-wise Core Tags

* Minimum recommended tags for each product, additional tags can be added at user discretion. Tags are automatically capitalized in dW Answers, so they are easily recognized.

Stack Overflow

Search your question in the forum



Search

search

5 results

- relevance
- newest
- votes
- active

0 votes

Q: [API used for getting Snapshot Space Size on the basis of selected Storage Size, Storage Pack...](#)

I need to implement placing order for endurance storage in my Application using BPM over ICO (**IBM Cloud Orchestrator**). We needed following parameters for creating rest call for placing order ...

1 answer

softlayer

asked Mar 7 by Ravi Dutt

0 votes

Q: [How to fetch LocationID, Storage Package ID, Storage Size ID and SnapShot Space Size ID for ...](#)

I need to implement placing order for endurance storage in my Application using BPM over ICO (**IBM Cloud Orchestrator**) dynamically. I needed following parameters for creating rest call for placing ...

1 answer

softlayer

asked Mar 9 by Sher Singh

If your search does not find an answer, Ask your question. You can ask “How do I do this?” or “Why did I get this error?”

Social Media - Blog



- *Want to see what thoughts and expertise community members and experts are sharing on topics that matter to them?*
- *Post comments and share your experience!!*

IBM developerWorks® Technical topics Evaluation software Community Events

Profiles ▾ Communities ▾ Apps ▾

Blogs My Blogs Public Blogs My Updates

Latest Blog Entries

Blogs Listing

My Likes/Votes

▸ Tags ?

Blogs

Matching: X

1 - 14 of 14 Page 1

Sort by: [Date](#) ▾ | [Title](#) | [Likes/Votes](#) | [Comments](#) | [Views](#)

IBM Cloud Orchestrator 2.5 is available for download Community Blog
 [Redacted] Aug 24 2015 | Tags: opebstack ico orchestrator cloud | 3 Comments | 3,191 Views

Are you getting IBM Cloud product notifications?
 [Redacted] July 15 2015 | Tags: mobile orchestrator build urbancode smartcloud cloud mobilefirst worklight release notifications deploy | 1,771 Views

Enhance your IBM Cloud Support Experience!
 [Redacted] June 2 2015 | Tags: orchestrator dwanswers urbancode cloud mobilefirst | 4,034 Views

IBM Storage at your service courtesy of IBM Spectrum Control and VMware vRealize Automation Community Blog
 [Redacted] Apr 1 2015 | Tags: sds hybrid cloud public private plug-in sde saas xiv software storage infrastructure service spectrum ibm vmware vrealize xaas sdi orchestrator control automation defined | 1 Comment | 3,821 Views

Social Media - Blog

You can provide comments on the Blogs and support will respond

IBM Cloud Orchestrator 2.5 is available for download

Aug 24 2015 | Comments (3) | Visits (3191) 1 Like

Comments (3)

[Add a Comment](#) [More Actions](#) ▾



commented Apr 7

[Comment Permalink](#)

Hello, is there an IBM internal repository where ICO can be downloaded, this is for IBM internal use?



commented Sep 10 2015

[Comment Permalink](#)

Yes, the Public Cloud Gateway IS still used to allow orchestrating workloads to Amazon EC2 and IBM SoftLayer.



commented Aug 25 2015

[Comment Permalink](#)

A clarification on Public Cloud Gateway; it is still used to allow orchestrating workloads on Amazon EC2 and IBM SoftLayer



Technical Support Chat



Time is of the essence

Chatting with the experts is a click away!

Live Chat is designed to:

- Provide customers with an immediate response chat experience comparable to live voice response
- Provide an additional channel to reach the IBM Support team
- Get technical queries answered quickly
- Chat option available on Technotes (You need to be logged on with your IBM ID)
- Chat option is yet not available for the Cloud Orchestrator product.

NOTE: If the chat option is not visible, the capability is not currently available for the product

Technical Support Chat (Step 1 of 3)

(Live Chat from IBM Service Request)



Options to Chat in SR Web Application and SR Portlet from IBM Support Portal

- Confirmation page for new and updated Service Requests

The screenshot shows the IBM Service Request confirmation page. The main heading is "Open a new service request" with a sub-heading "Service request submitted". It displays the service request number "31434 004 000" and provides instructions on how to get help. A "Request to chat" button is circled in blue. A red arrow points from the text "Options to Chat in SR Web Application and SR Portlet from IBM Support Portal" to this button. Another red arrow points from the text "Confirmation page for new and updated Service Requests" to the "Request to chat" button. A separate red circle labeled "Request to chat" is also shown with an arrow pointing to the button on the page.

- From the "Home" page, view your list of active service requests

- Search list results

My service requests

Use the filter to display a list of service requests for a selected product.

Select the service request number link to view or modify it.

Filter by products:

10 items found: displaying all items.

Service request number	Sev.	Title	Owner	Product	Date modified
93735 379 000	3		Greg Wat...		12/14/11
92139 379 000	3		Greg Wat...		12/13/11
89946 379 000	4	Testing ...	Michael ...	System M...	11/9/11
89936 379 000	4	Testing ...	Michael ...	System M...	11/9/11
89795 379 000	3		Greg Wat...		11/9/11
64991 379 000	3		Greg Wat...		12/13/11

Technical Support Chat (Step 2 of 3)

(Live Chat from IBM Service Request)



- After clicking on the chat link or icon, the Live Chat form page window opens
- The form is pre-populated with info from the Service Request and content can be updated as needed
- Complete and submit the form

IBM Technical support chat

Live chat

To initiate a live online web chat with an IBM technical support representative, complete the information below and click 'Submit'. Do not close your active browser chat window until your chat session is complete.

The fields indicated with an asterisk (*) are required to complete this transaction.

First name:*	<input type="text" value="Joe"/>
Last name:*	<input type="text" value="Customer"/>
Phone number:	<input type="text" value="289-3640"/>
E-mail address:*	<input type="text" value="JoeCustomer@chattest.com"/>
Subject:*	<input type="text" value="I need help!"/>
Service request number:	<input type="text" value=""/>

This chat session will be used to exchange diagnostic information with IBM (see [terms](#)). It may be recorded for quality assurance purposes.

Powered by **Lotus** Sametime.

Technical Support Chat (Step 3 of 3) (Live Chat from IBM Service Request)

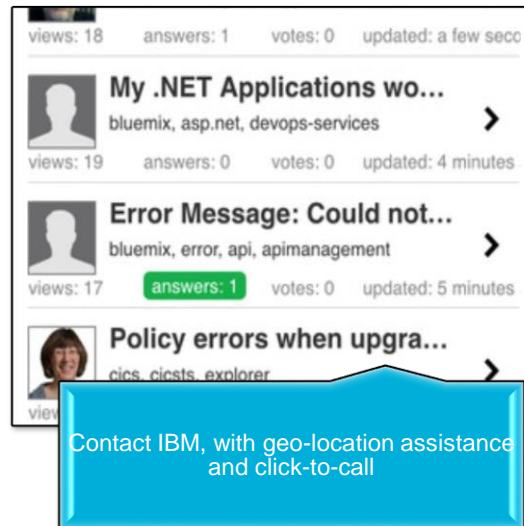
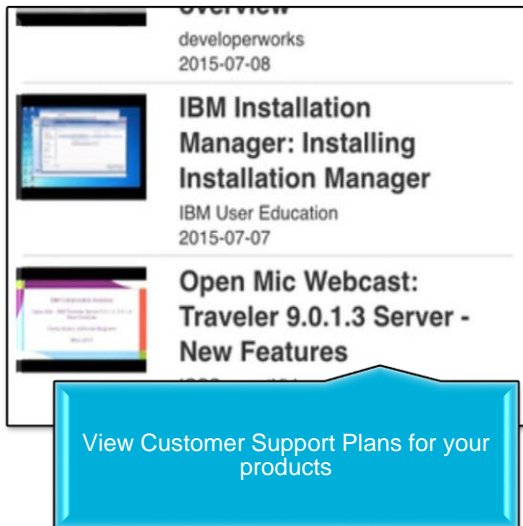
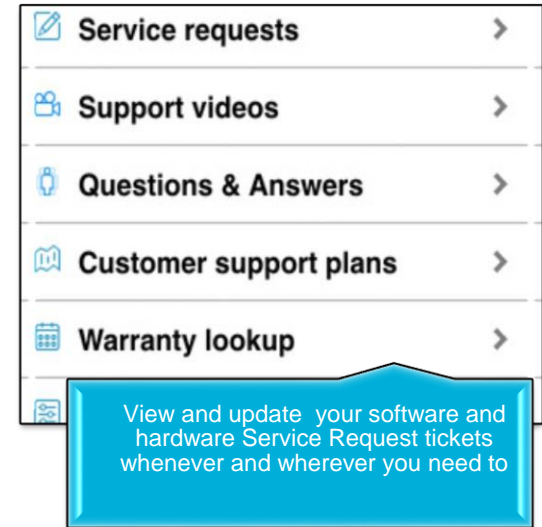
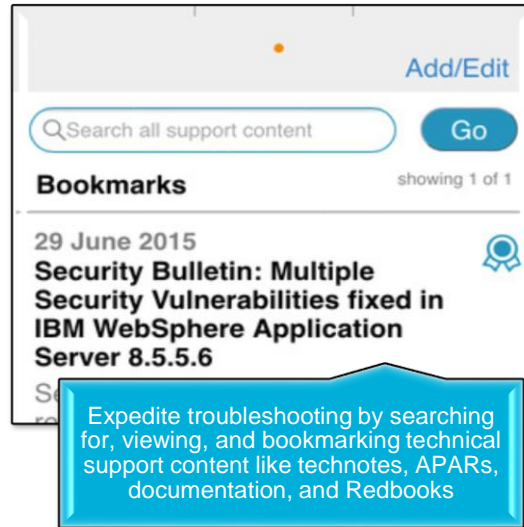


- Next, the Status window opens and indicates the user's logged in status as “waiting” for contact from IBM

The screenshot displays the IBM Technical Support Chat interface. The main window shows the user's status as "Waiting for IBM representative" and a message: "Waiting for the next available IBM technical support representative...". A green arrow points from this message to a separate browser window titled "Chat with [redacted] - M...". This window shows a chat session with a representative named Rawis, with the message: "Hi, Welcome to IBM Technical Support. My name is Rawis. How can I be of help?". A blue callout bubble with a cloud-like border contains the text: "When an IBM representative accepts the chat request, a separate chat browser window will open for the user". The interface is powered by Lotus Sametime.

- Tip:
 - Selecting “Logout” or closing the Status window will close all active chat windows and remove the user from the community
 - Selecting “Exit Chat” will end the chat session, however, the user will remain logged in for future chat sessions (A new chat session will be initiated without requesting credentials)

IBM Technical Support Mobile Application for iOS and Android



Social Media - YouTube

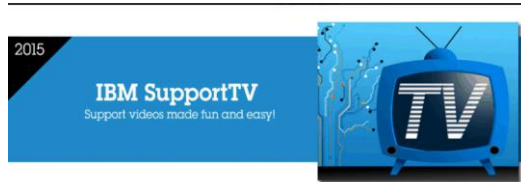


Check out the IBM SupportTV channel on YouTube. Here you will find short, bite-sized videos focused on teaching specific tasks for your favorite IBM software products!

New videos are being published every week, so make sure you subscribe to the channel and share it with your friends and colleagues!

The screenshot displays the YouTube channel page for IBM SupportTV. At the top, there is a search bar and an 'Upload' button. The channel banner features the IBM SupportTV logo and a 'Subscribe' button with 6,052 subscribers. Below the banner, there are navigation tabs for Home, Videos, Playlists, Channels, Discussion, and About. A 'Play all' button is visible above a grid of video thumbnails. The first video thumbnail is titled 'How do I disable security in WAS when I cannot access ...' and has 94 views from 1 week ago. Other thumbnails show titles like 'How do I configure a policy set to sign and encrypt a ...', 'How do I update a dynamic domain in IBM ODM Rule ...', and 'How do I record my screen to share with the IBM Support ...'. On the right side, there is a 'Related channels' section featuring 'ABN Telugu' with a 'Subscribe' button. The left sidebar contains a 'What to Watch' section and a 'BEST OF YOUTUBE' section with various category icons.

Social Media - YouTube



> **6,000** subscribers
~ **10,000** views a month

(June 2015 figure)



A sample of the most popular videos

IBM Cloud Orchestrator: Transform your IT department into a self-service organization

<https://www.youtube.com/watch?v=ZUgjkLF6qcA>

IBM SmartCloud Orchestrator V2.3 Overview

<https://www.youtube.com/watch?v=Q5e4fJteSoM>

IBM Cloud Orchestrator: Advancing the Cloud to Drive Innovation

<https://www.youtube.com/watch?v=4MDisduhY2E>

Automate and Accelerate Service Delivery with IBM Cloud Orchestrator

https://www.youtube.com/watch?v=cwO_5U0HddE

Testimonials from clients

Great Youtube video on IBM Cloud Orchestrator which helps you to transform your IT department into a self-service organization! -

<https://www.youtube.com/watch?v=ZUgjkLF6qcA>

Love this video - straight talk -

<https://www.youtube.com/watch?v=4MDisduhY2E>

Nice a easy understanding of each component role!!! -

<https://www.youtube.com/watch?v=qJ1jh10nszk>

Social Media - Twitter & LinkedIn



Twitter holds real-time thoughts, ideas and conversations of today's world. Follow IBM on Twitter to stay up to date on the latest updates, news, and other ground-breaking information for your IBM products!

[IBM \(@IBM\) | Twitter](https://twitter.com/ibm)

<https://twitter.com/ibm>



Twitter

TWEETS
4,441

FOLLOWING
6,574

FOLLOWERS
243K

Join-in or start discussions with the IBM technical community!



LinkedIn

2,548,068 followers

The LinkedIn community allows for more personal interaction between IBM and IBM Clients. LinkedIn community members are all invited to engage in "open" discussions together on neutral ground.

[IBM | LinkedIn](https://www.linkedin.com/company/ibm)

<https://www.linkedin.com/company/ibm>

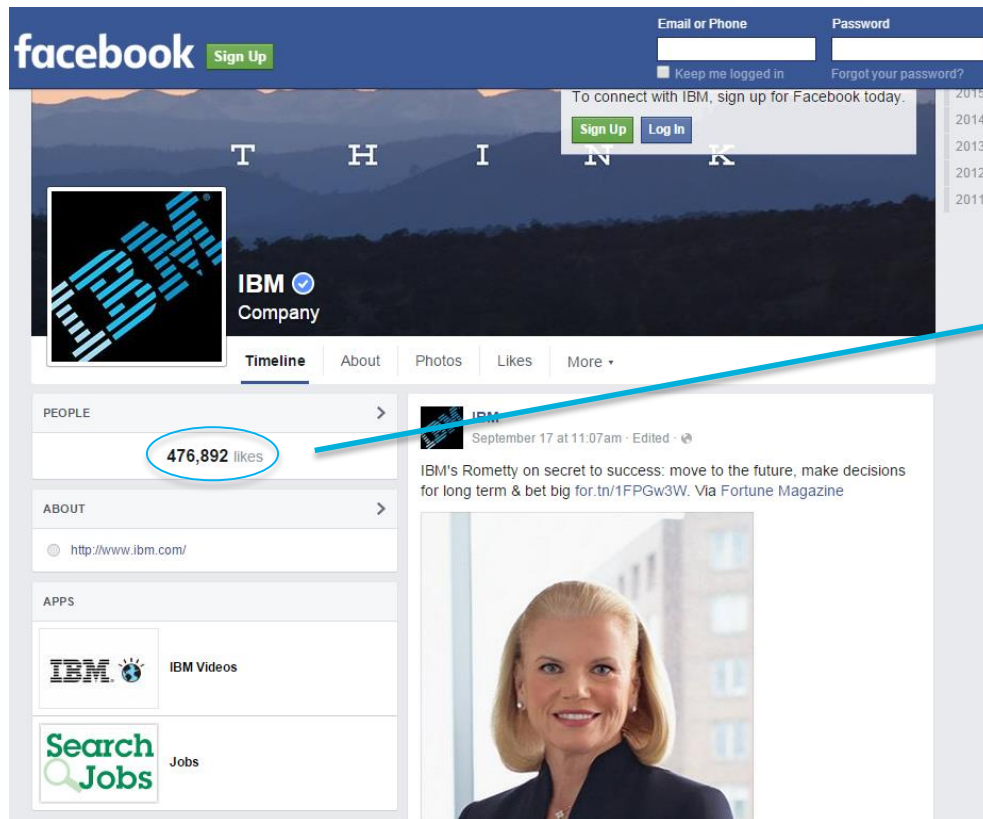
Social Media - Facebook



Become a fan of our Facebook pages and join the community!

[IBM | Facebook](https://www.facebook.com/IBM)

<https://www.facebook.com/IBM>



476,892 likes

21,338 People Talking About This

476,892 Total Page Likes

Support Social Media Channels

<http://www.ibm.com/support/docview.wss?uid=swg21410956>



[← Go to IBM Support Portal](#)

Systems Middleware Support Social Media Channels

Others also viewed...

- [IBM Support Newsletters for WebSphere and CICS](#)
- [Featured documents for IBM WebSphere Application Server](#)
- [SECURITY \(Doc Number=4252\): Vulnerability in SSLv3 ...](#)
- [VIOS \(Doc Number=4254\): Vulnerability in SSLv3 affects AIX](#)
- [Social Media Channels for Enterprise Content Management \(ECM\) ...](#)

Tags

Add a tag | Search all tags

My tags | All tags

View as cloud | list

More Less

[Blog](#) [Facebook](#) [LinkedIn](#)

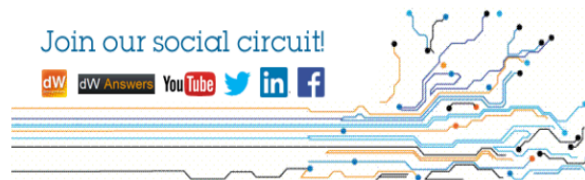
[Twitter](#) [WMQ](#) [blog](#) [cics](#)
[twitter fa...](#) [dwanswers](#)

News

Abstract

Join our social circuit! Become a part of our growing community of users, including clients, developers, and support personnel, and engage with us on any of our social media channels that Support manages like dW Answers, Blogs, YouTube, Twitter, Facebook, and LinkedIn.

Content



- ↓ [dW Answers](#)
- ↓ [Blogs](#)
- ↓ [YouTube](#)
- ↓ [Twitter](#)
- ↓ [Facebook](#)
- ↓ [LinkedIn](#)

↓ [Additional Resources](#)

Rate this page:



Average rating (30 users)

Document information

More support for:

[WebSphere MQ Documentation](#)

Software version:

5.3, 5.3.1, 6.0, 7.0, 7.1, 7.5, 8.0

Operating system(s):

AIX, Linux, Solaris, Windows, i5/OS, z/OS, z/VSE

Reference #:

1410956

Modified date:

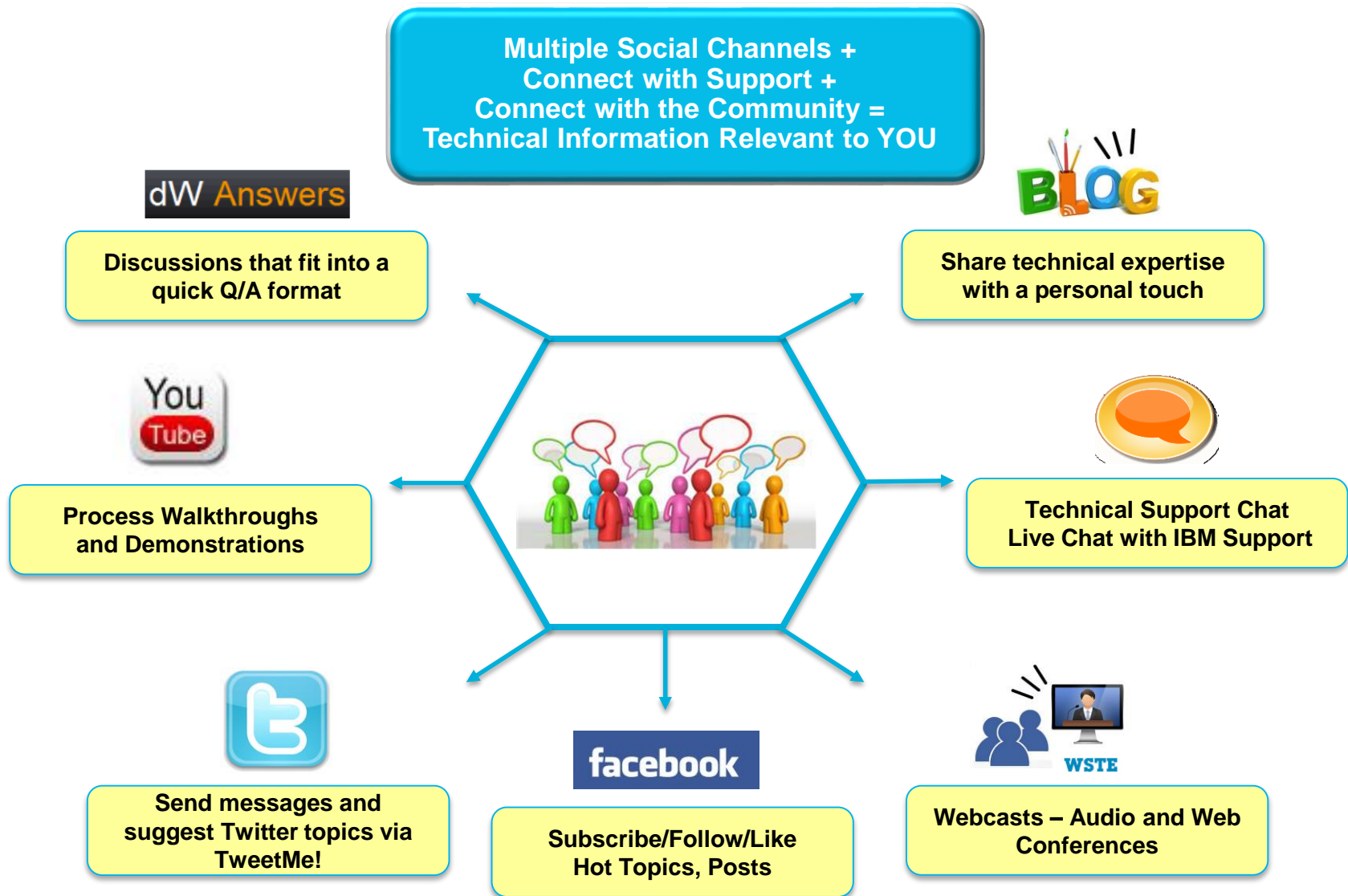
2015-06-30

Translate my page

Select Language

IBM Technical Support mobile app is now available!

IBM Cloud Support Social Media Channels



Use Cases

Let's Meet Ben Shuarmer and Allie Star – Use Cases Participants

Background and Responsibilities

Works for Company A's internal help desk

Files, sorts, and prioritizes their company's problems and directs them towards the best resource (IBM and non-IBM) for resolution



Ben Shuarmer

Senior Infrastructure Administrator

Leverages the traditional support process

Prefers conference calls and web sessions



Allie Star

Senior Infrastructure Administrator

Follows and engages with IBM using IBM Social Network/Channels

Leverages the traditional support process

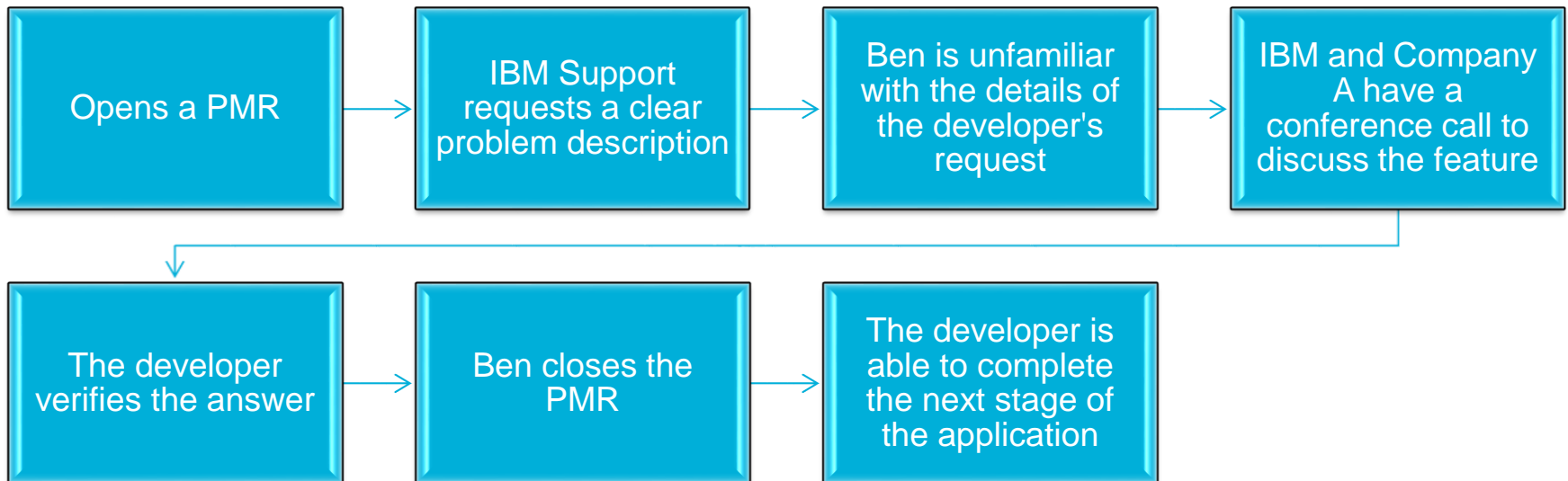
Effectively utilizes all of IBM's support options

Use Case – Engage IBM Support for a Technical Question



Ben Shuarmer

Problem: One of Company A's developers engaged Ben to determine if a new feature is available for their release.

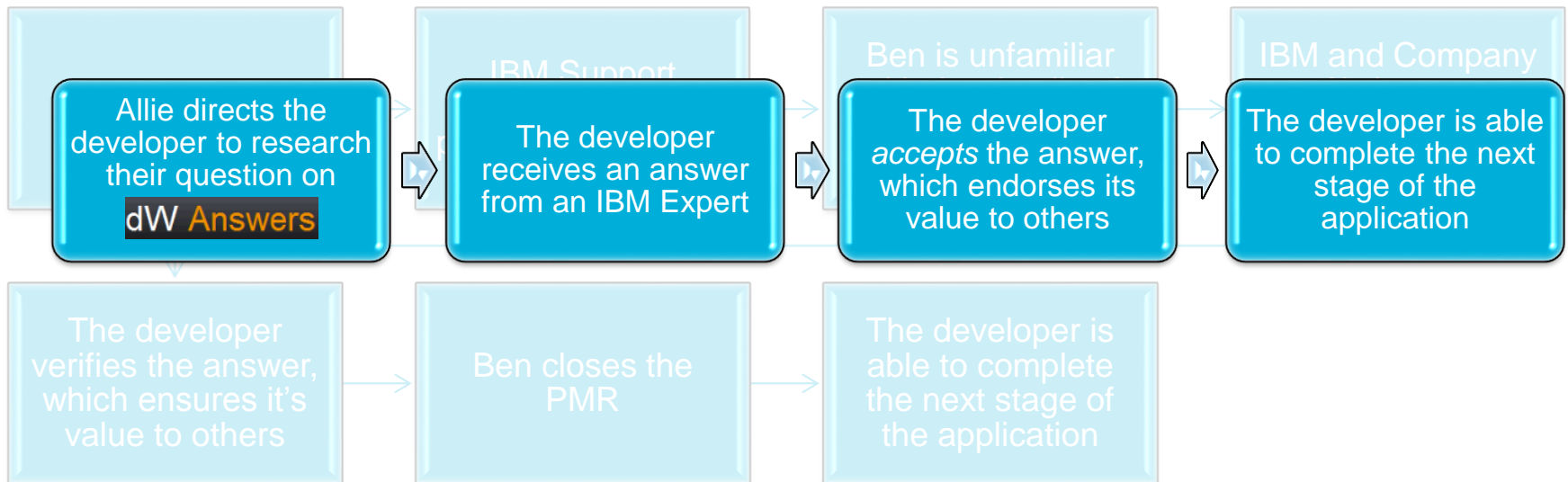


Use Case – Engage IBM Support for a Technical Question



Allie Star

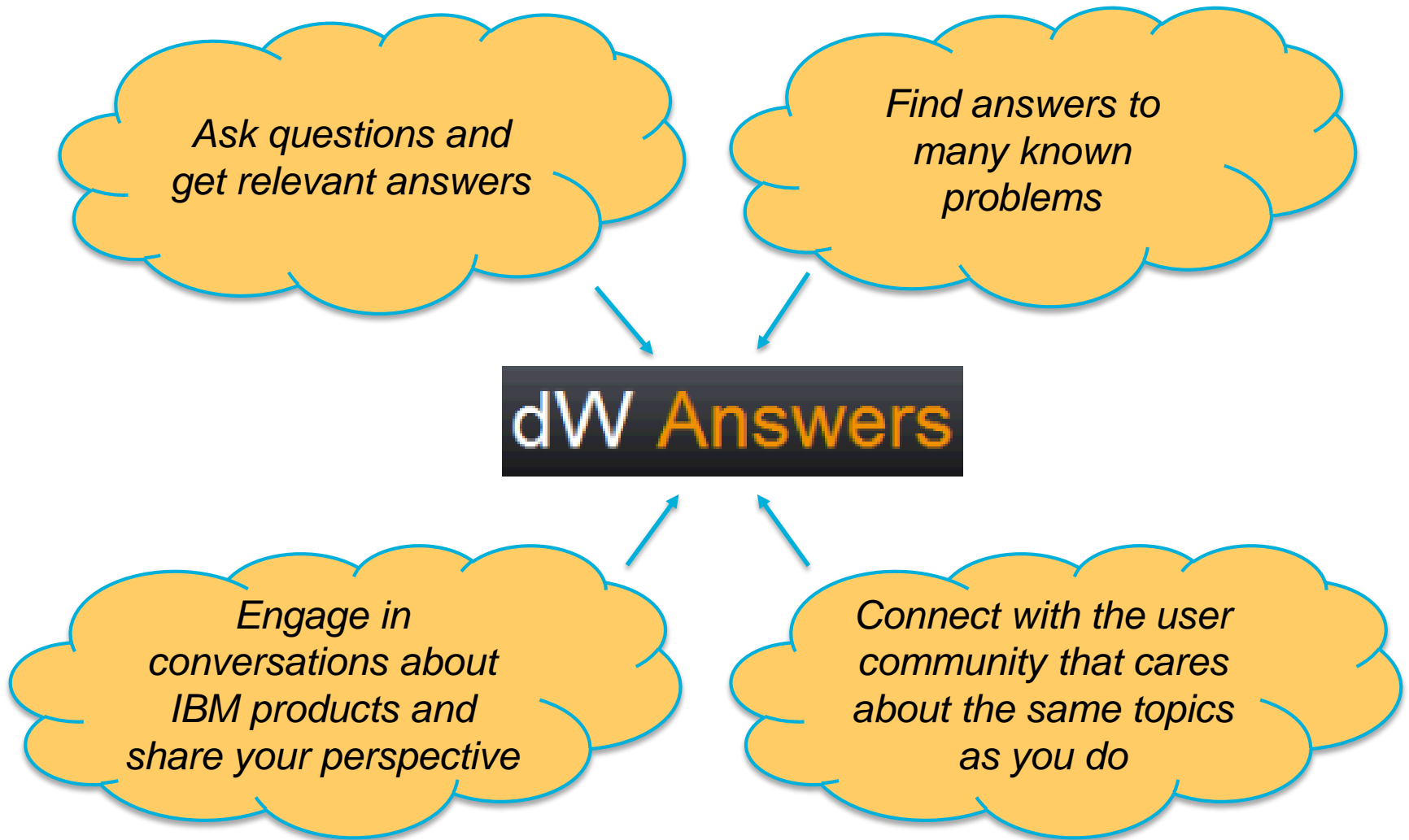
Problem: One of Company A’s developers engaged Allie to determine if a new feature is available for their release.



Allie has:

- Reduced Steps
- Faster Resolution

dW Answers

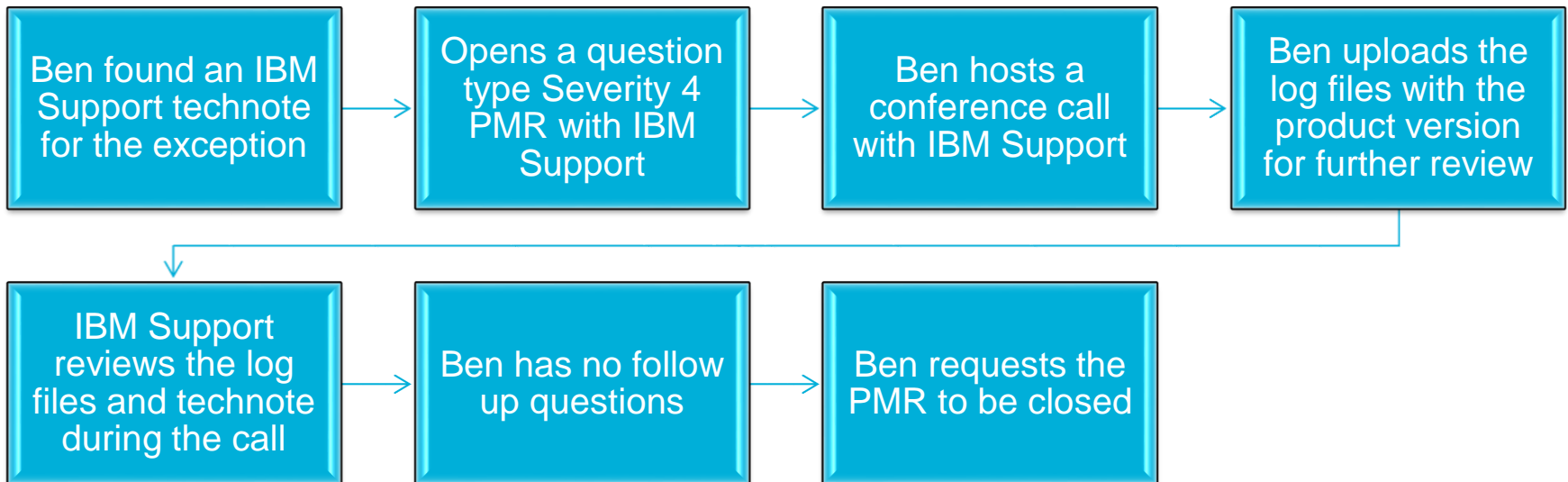


Use Case – Engage IBM Support for a Technical Question from a Technote



Ben Shuarmer

Problem: An exception is repeatedly being thrown in the log files. It does not appear to affect the functionality of the application or environment. Ben needs to understand the impact of the exception and why it is constantly being thrown.

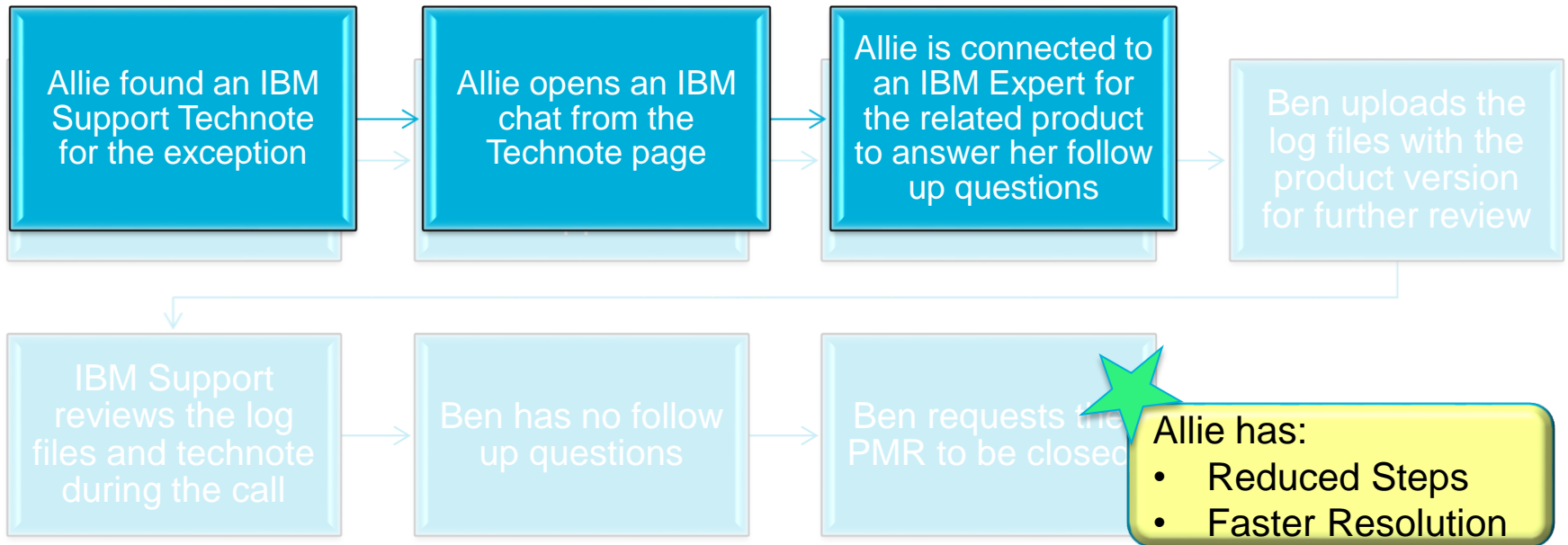


Use Case – Engage IBM Support for a Technical Question from a Technote



Allie Star

Problem: An exception is repeatedly being thrown in the log files. It does not appear to affect the functionality of the application or environment. Allie needs to understand the impact of the exception and why it is constantly being thrown.

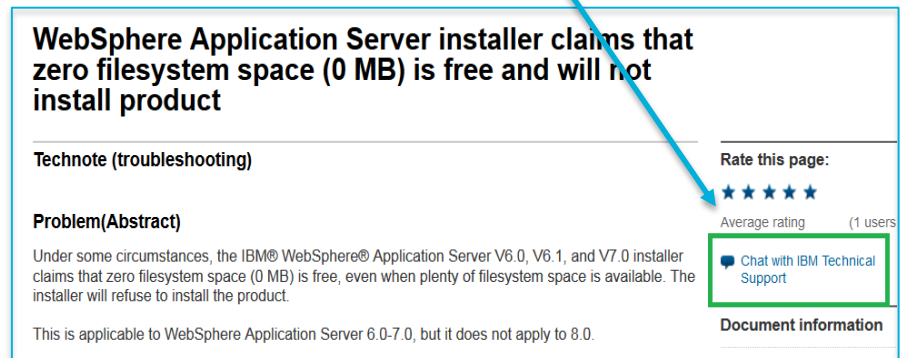


Technical Support Chat



Live Chat is designed to:

- Provide customers with an immediate response chat experience comparable to live voice response
- Provide an additional channel to reach the IBM Support team
- Get technical queries answered quickly
- Chat option available on Technotes (You need to be logged on with your IBM ID)



WebSphere Application Server installer claims that zero filesystem space (0 MB) is free and will not install product

Technote (troubleshooting)

Rate this page:
★★★★★
Average rating (1 users)

Problem(Abstract)
Under some circumstances, the IBM® WebSphere® Application Server V6.0, V6.1, and V7.0 installer claims that zero filesystem space (0 MB) is free, even when plenty of filesystem space is available. The installer will refuse to install the product.

This is applicable to WebSphere Application Server 6.0-7.0, but it does not apply to 8.0.

Chat with IBM Technical Support

Document information

A blue arrow points from the "Chat with IBM Technical Support" button in the top screenshot to the "Chat with IBM Technical Support" button in this screenshot.

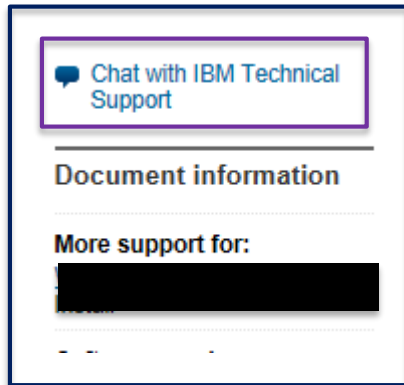
NOTE: If the chat option is not visible, the capability is not currently available for the product

NOTE: Since the chat option is yet not enabled for ICO, screenshot from WAS is used as an illustration.

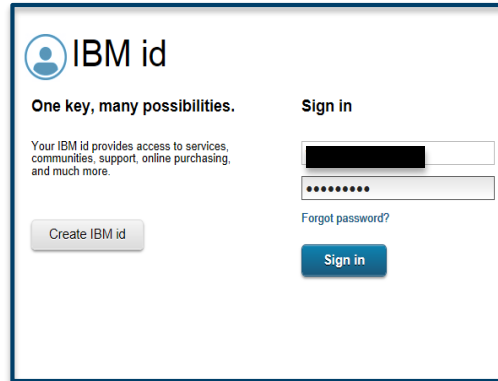
Technical Support Chat Steps



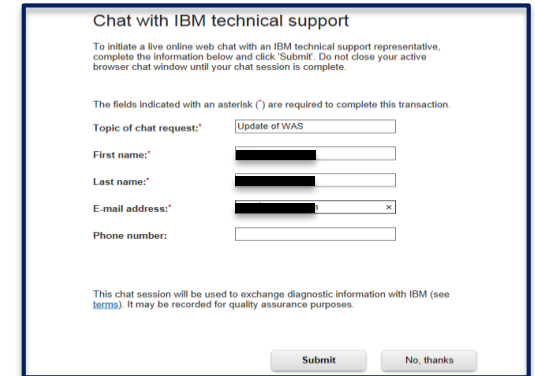
1. Click Chat with IBM Support



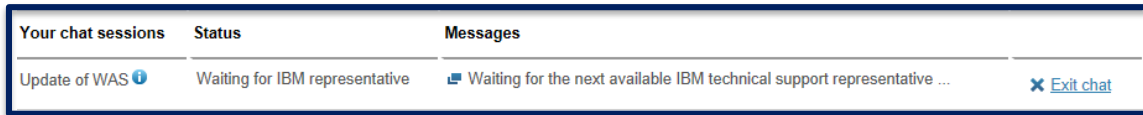
2. Sign in using ibm.com ID



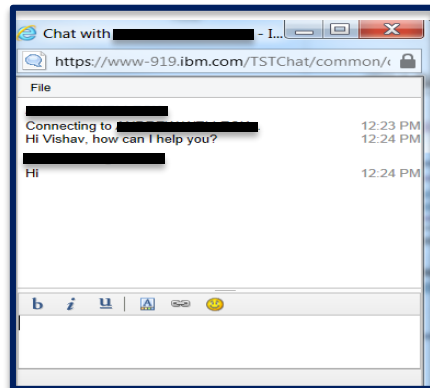
3. Complete details and click Submit



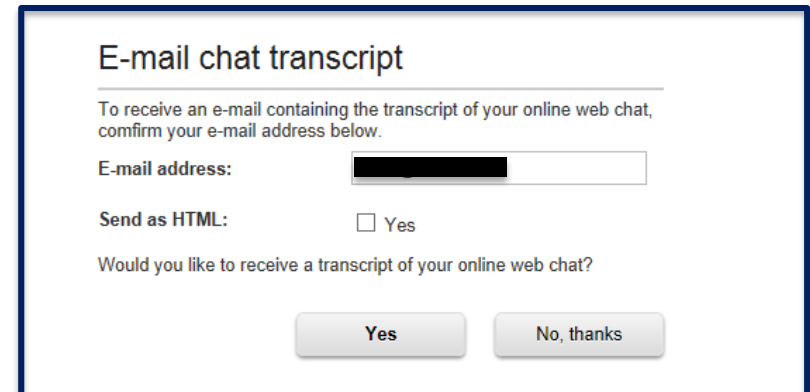
4.



5. Chat with expert



6. Option to email chat once done

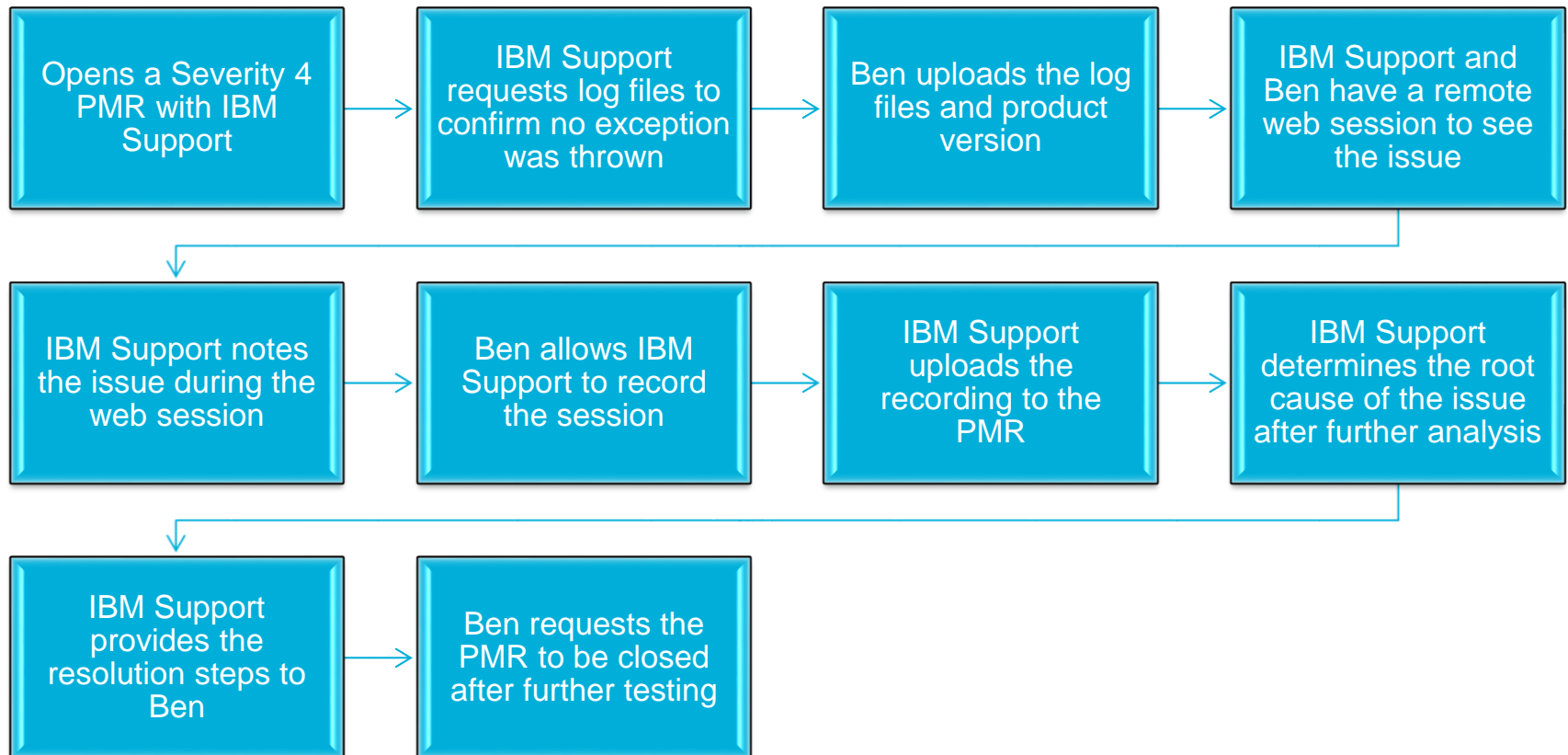


Use Case – Record Your Screen to Share with IBM Support



Ben Shuarmer

Problem: Ben is performing an installation of an IBM product. The installation fails, but does not produce an exception in the log file or on the prompt.

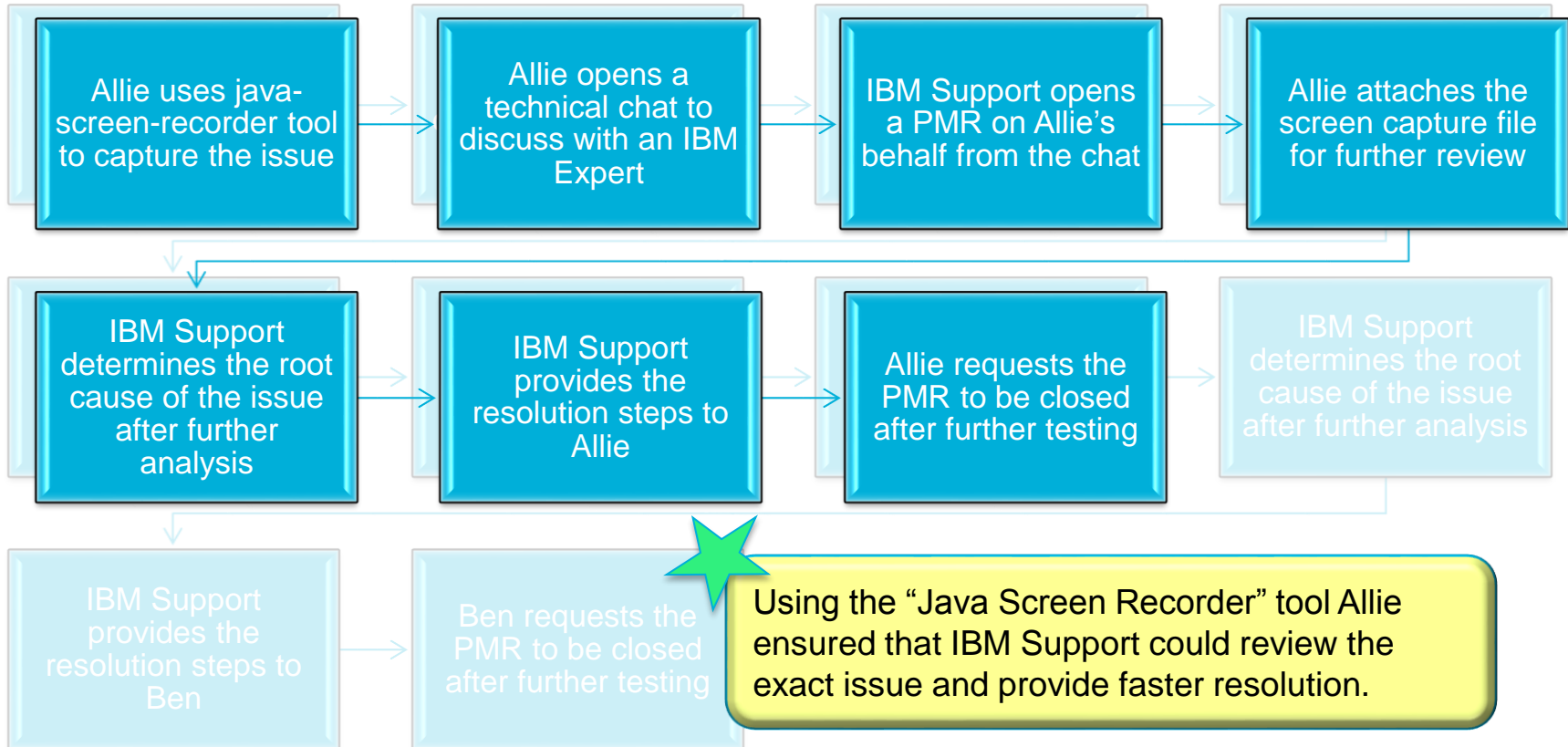


Use Case – Record Your Screen to Share with IBM Support



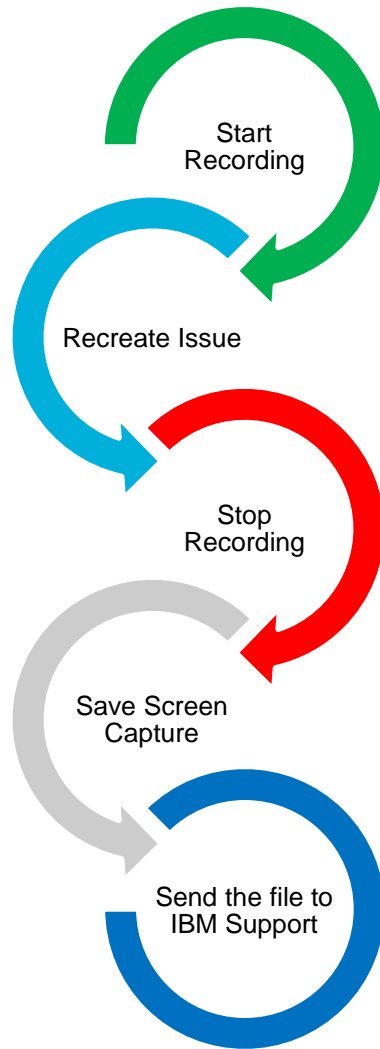
Allie Star

Problem: Allie is performing an installation of an IBM product. The installation fails, but does not produce an exception in the log file or on the prompt.



Recording Your Screen To Share With Support

Java Screen Recorder provided by IBM - A cross-platform, Java-based screen recording tool that enables you to record your screen is available on **developerWorks** (<https://ibm.biz/BdXfNJ>)



Click Start Recording in the tool's window to begin recording your screen



Recreate the steps or problem

Click Stop Recording in the tool's window to stop recording



When prompted, save the recording to a file on your local system

Send the file to IBM Support for review

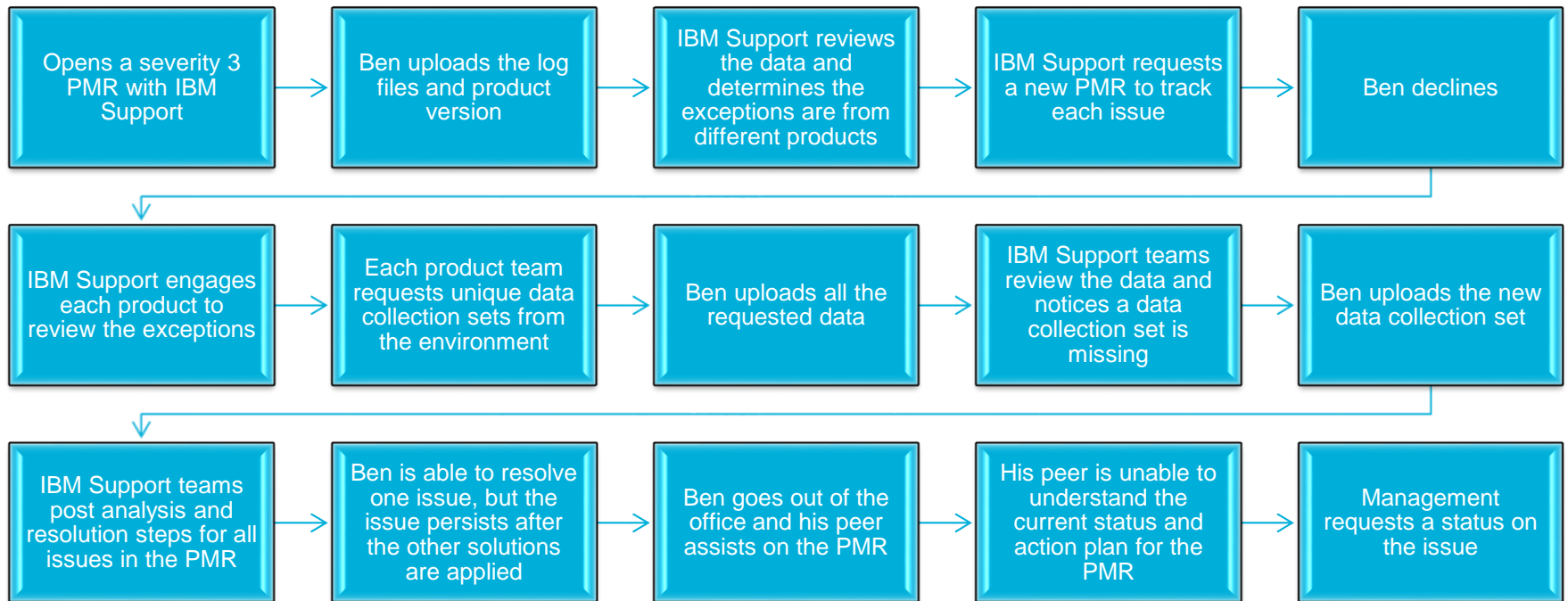


Use Case – One Problem, One PMR



Ben Shuarmer

Problem: Ben notices several exceptions being thrown in the log files

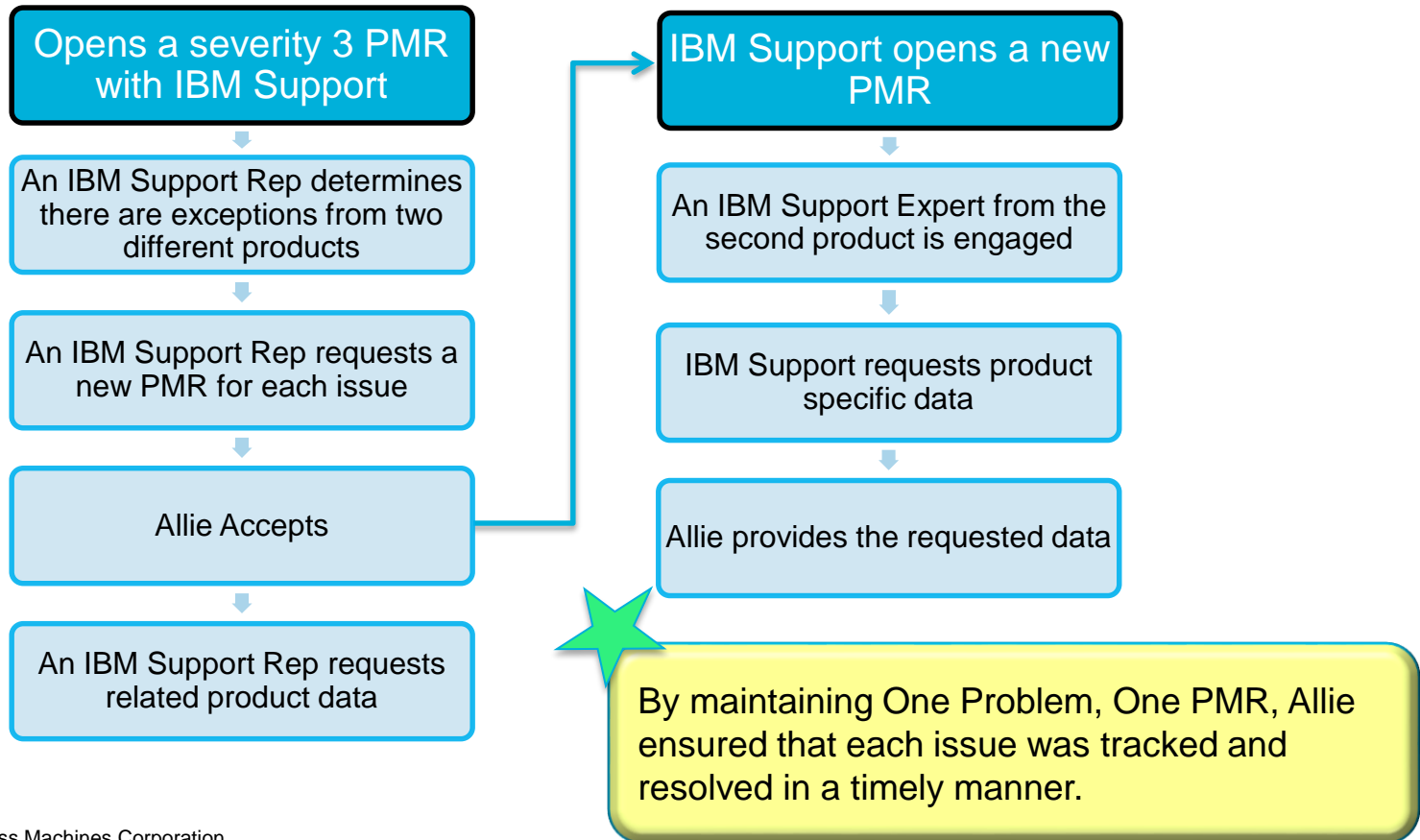


Use Case – One Problem, One PMR

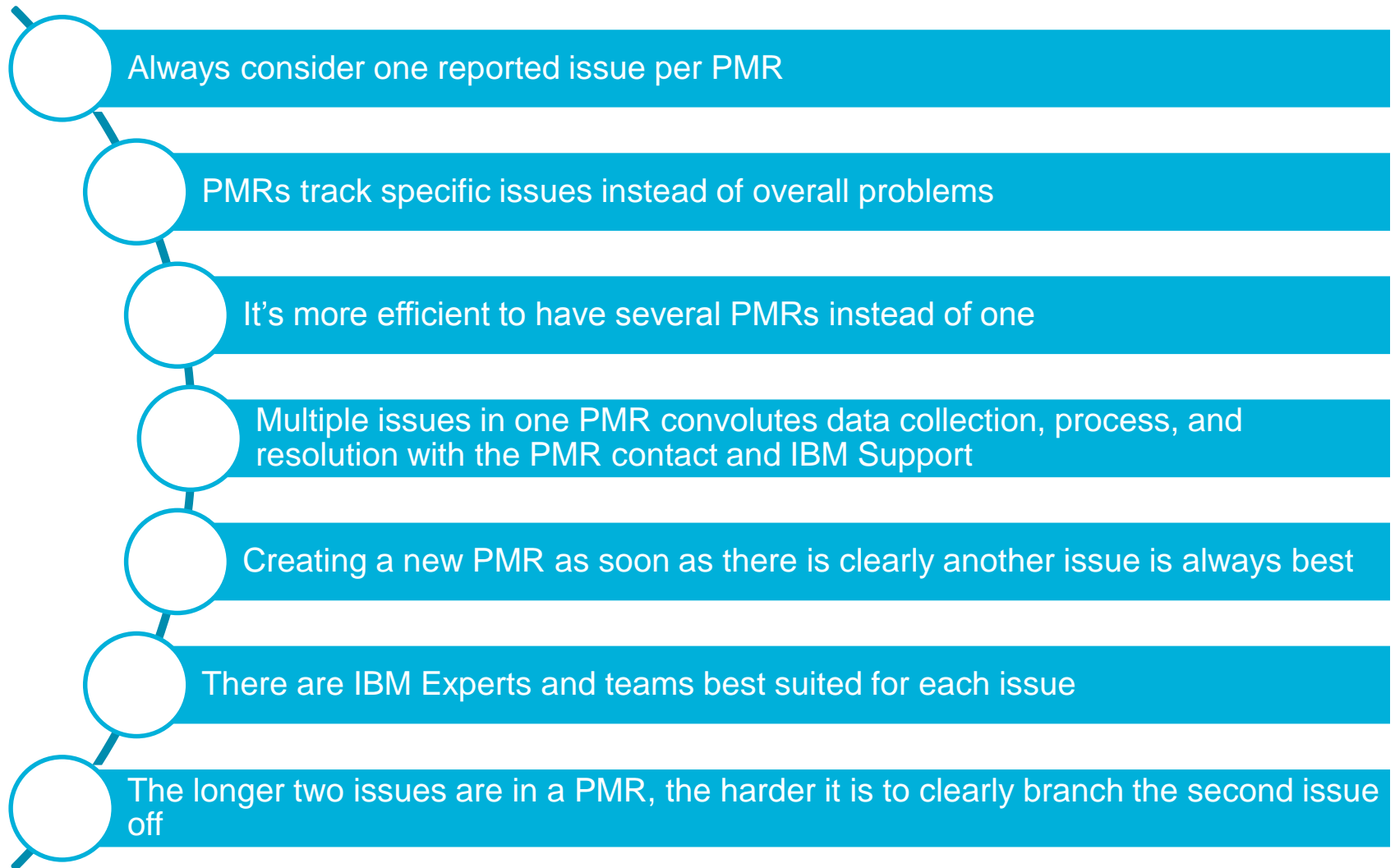


Allie Star

Problem: Allie notices several exceptions being thrown in the log files



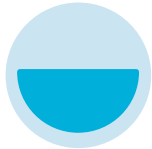
One Problem, One PMR



Summary

Summary – The Different Approaches

Ben and Allie both get the job done, but compare how the two approaches stack up:

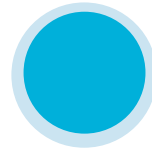


Ben Shuarmer

Relies solely on
the PMR process

More back-and-
forth interaction
required with
support

Problems take
longer to resolve



Allie Star

Utilizes all of the
support options
available

Interactions with
support are more
productive

Problems are
resolved quickly
and more efficiently

- *Leveraging all facets of support -- forums, blogs, chat, PMRs, tools -- optimizes your support experience, allowing you to quickly resolve your “technical” problems.*
- *In the cases where IBM Cloud Support is needed, you are better prepared to provide the Support Teams the needed information, so you receive the best support possible.*