

BESPIN GLOBAL



Bespin Global Customer Support Guide(for AWS)

User Manual

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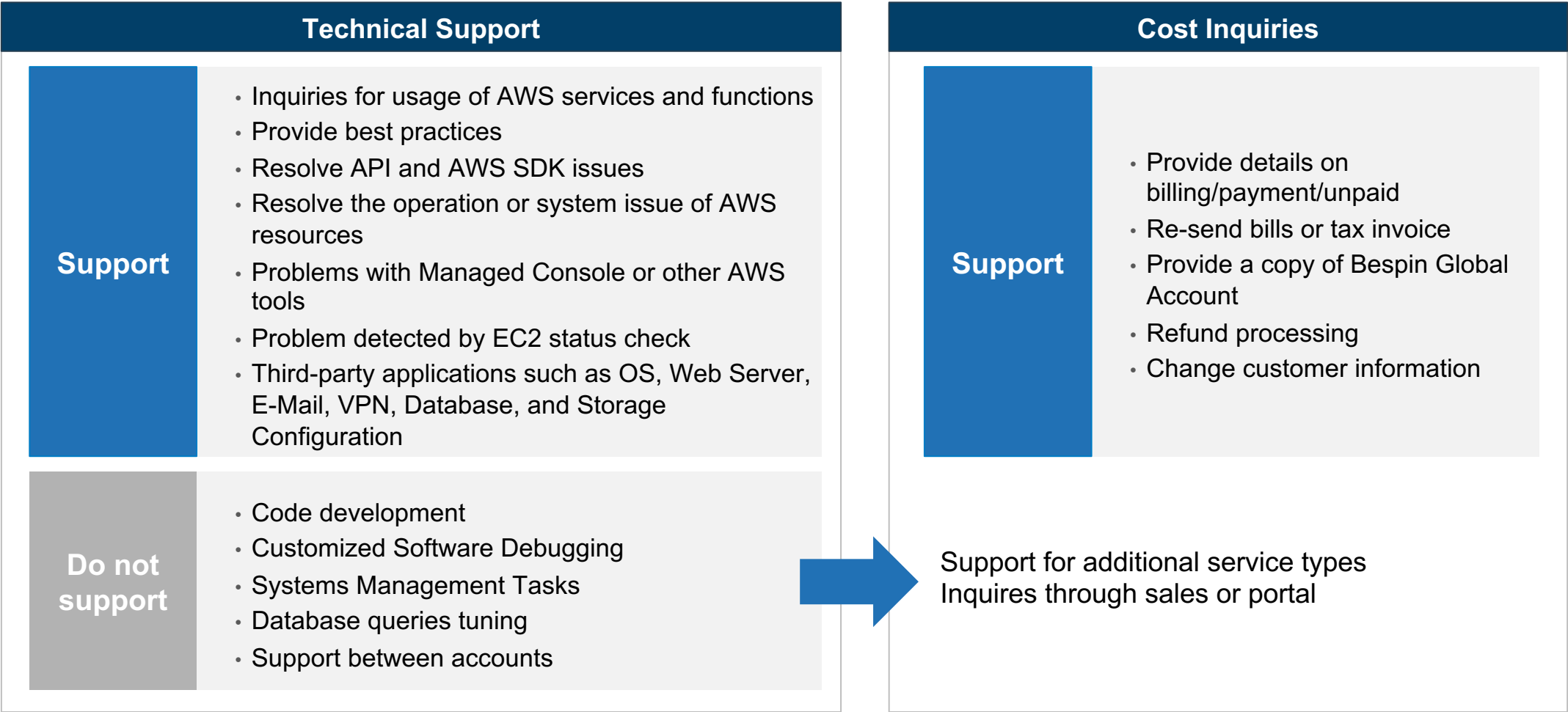
- Support type and method

004. Solution Utilization



1. Customer Support Process

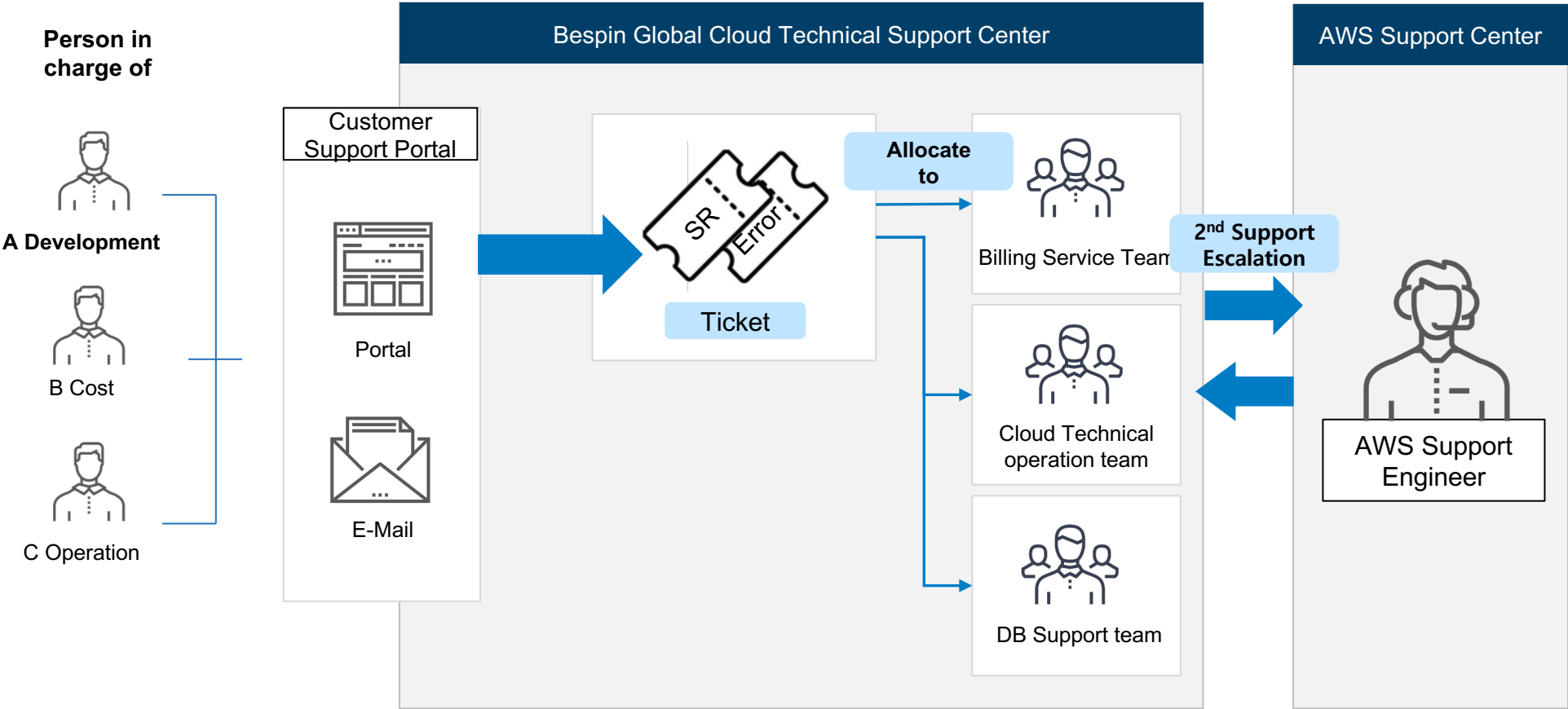
Customer Support Category and Range



- The above technical support is provided to support plan above "developers".
- For Basic Support, General Guidance will be provided

1. Customer Support Process | Customer Support Procedure

If you register through the Bepin Customer Support portal, you can also receive AWS Support.

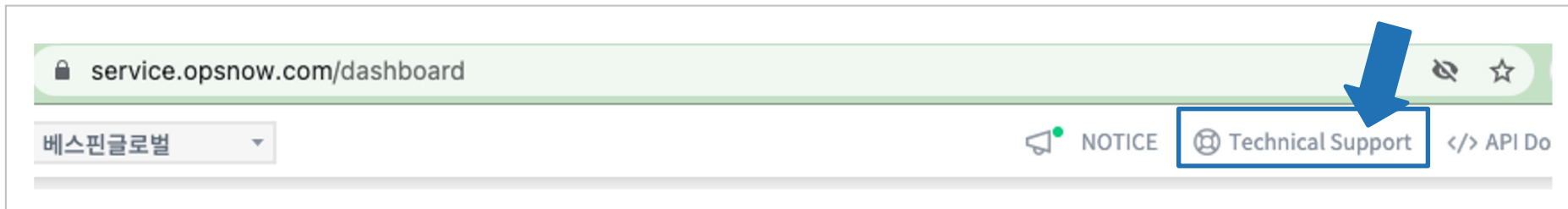


The customer support portal can be accessed through **OpsNow** account, and there are two ways to access it.

A Access through the OpsNow website

1. Login through OpsNow website (<https://www.opsnow.com>)
2. Click the [Technical Support] link in the upper right corner

If you are logged in to OpsNow, you can access the customer support portal through SSO without any additional login process.



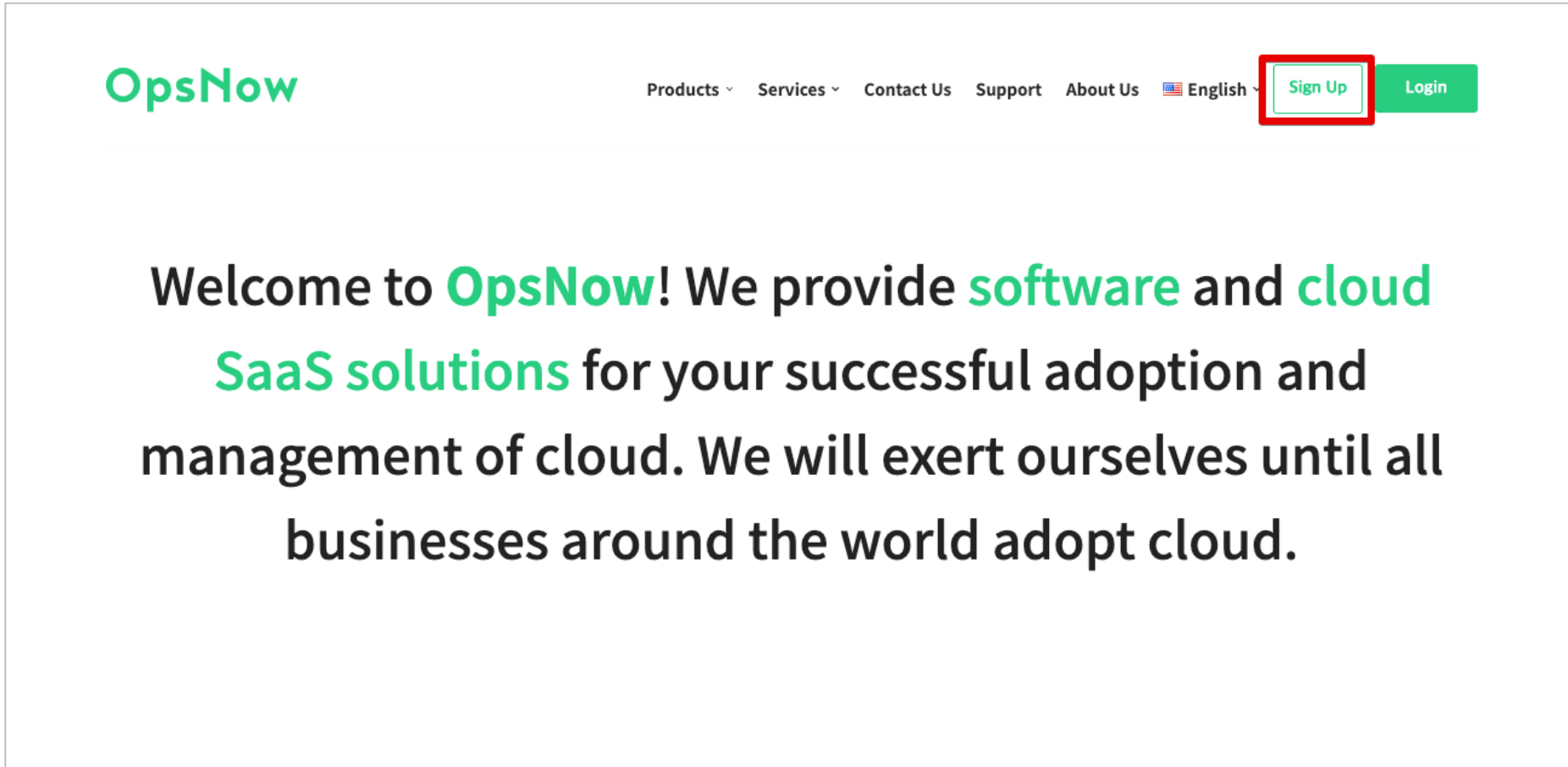
B Direct access to the Customer Support Portal

<https://support.bespinglobal.com>

In this case, you will be switched to the OpsNow page when you log in

1. Visit OpsNow website -> Select **Sign up**

<https://www.opsnow.com/>



2. Enter information according to the form

OpsNow Sign up

If you sign up now, you will receive 14-day free trial.

You can still use the AlertNow free plan after trial ends.

Email ID *

Enter the email address you use

Name *

Enter the user name

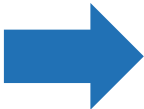
Company Name *

Enter the company name registered in OpsNow

Password *

8~30 characters including English uppercase, lowercase letters, special characters, and numbers

Confirm Password *



3. After verifying mobile phone number, final sign-up is complete.

Mobile Phone *

+82

Enter mobile phone number to receive notifications.

✓

☐ [Required] I am 14 years or older.

✓

☐ [Required] [Terms of Service](#)

✓

☐ [Required] I agree to the collection and processing of my personal information.

o Purpose of data collection: **Provision of OpsNow service**

o Collected information

- Required: Email ID, full name, company name, password and mobile number

o Retention period: **Until deletion of account**

o You have the right to refuse to provide personal data. However, our service will not be available if you refuse to give consent.

☐ [Optional] Agreement on Receiving Promotional and Marketing Information

o Purpose of data collection: **Provision of information on seminars, webinars, new services, products, events and promotions**

o Collected information: Email address, full name, company name and mobile number

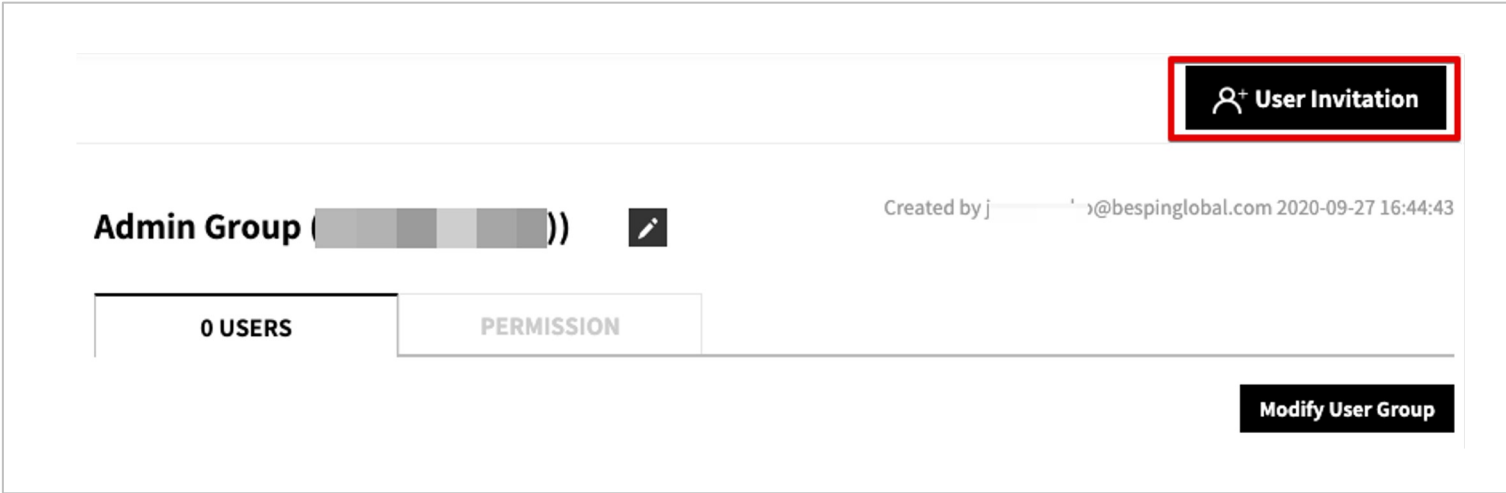
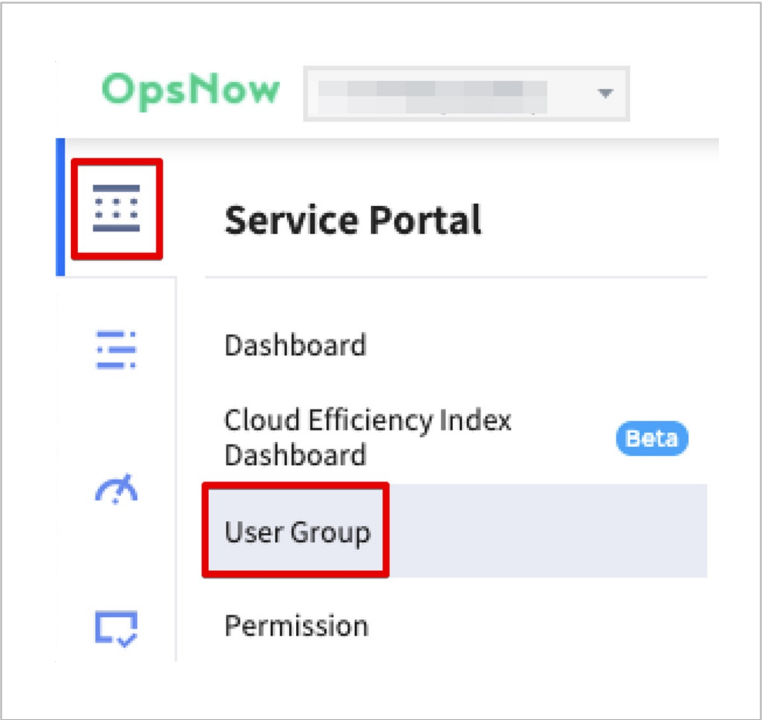
o Retention period: **Until withdrawal of agreement**

o You have the right to refuse to provide personal data. However,

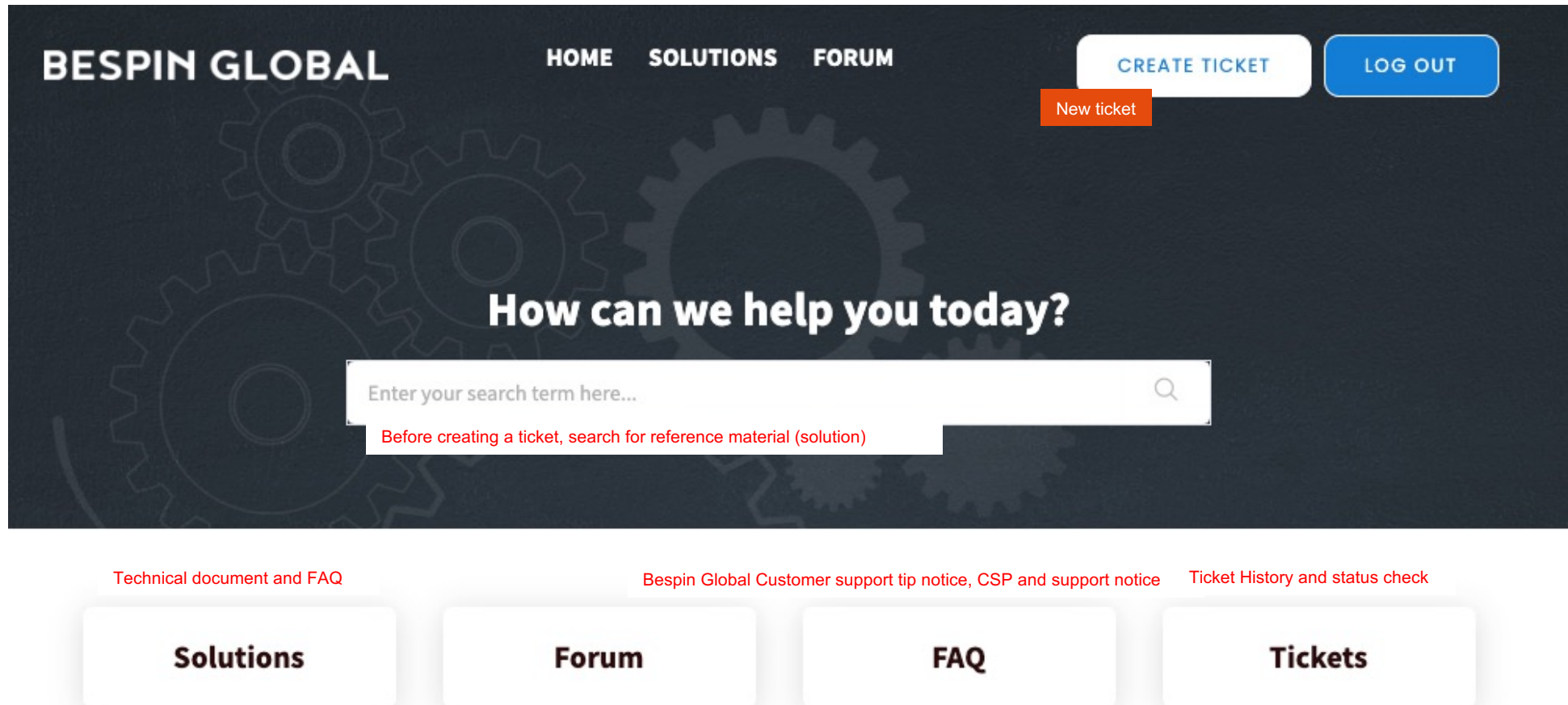
Sign Up

✓

To add another user in the company, proceed with the following procedure.



<https://support.bespinglobal.com>

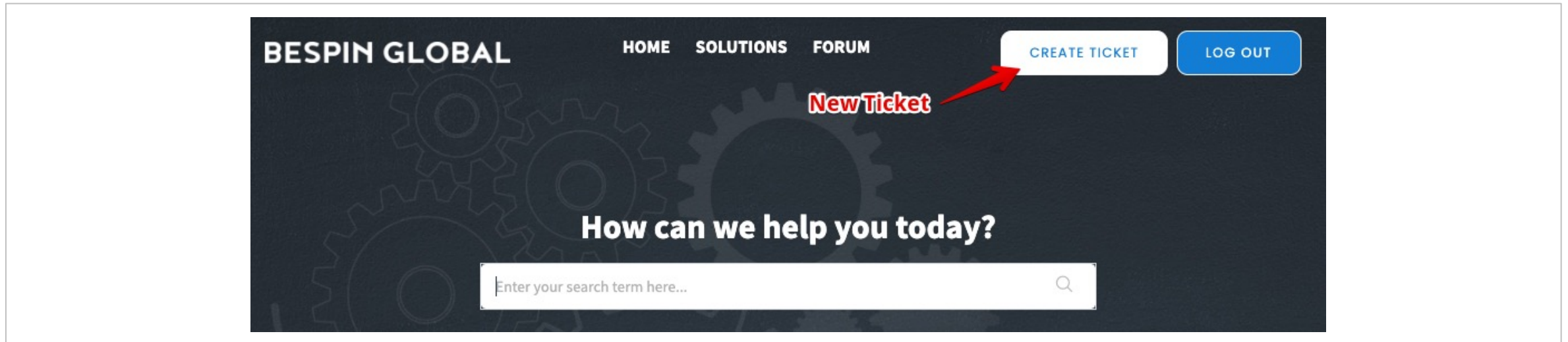


3. How to generate ticket

3. How to generate support ticket | Ticket guide

Access to the customer technical support portal

URL : <https://support.bespinglobal.com/>



Write Ticket

Submit a ticket

Subject *

ECS Container Deployment Error

Requester *

demo@bespinglobal.com

Your Name

Add cc

Service *

AWS

AWS

Select the AWS service related to the inquiry

Container Service (ECS, EKS)

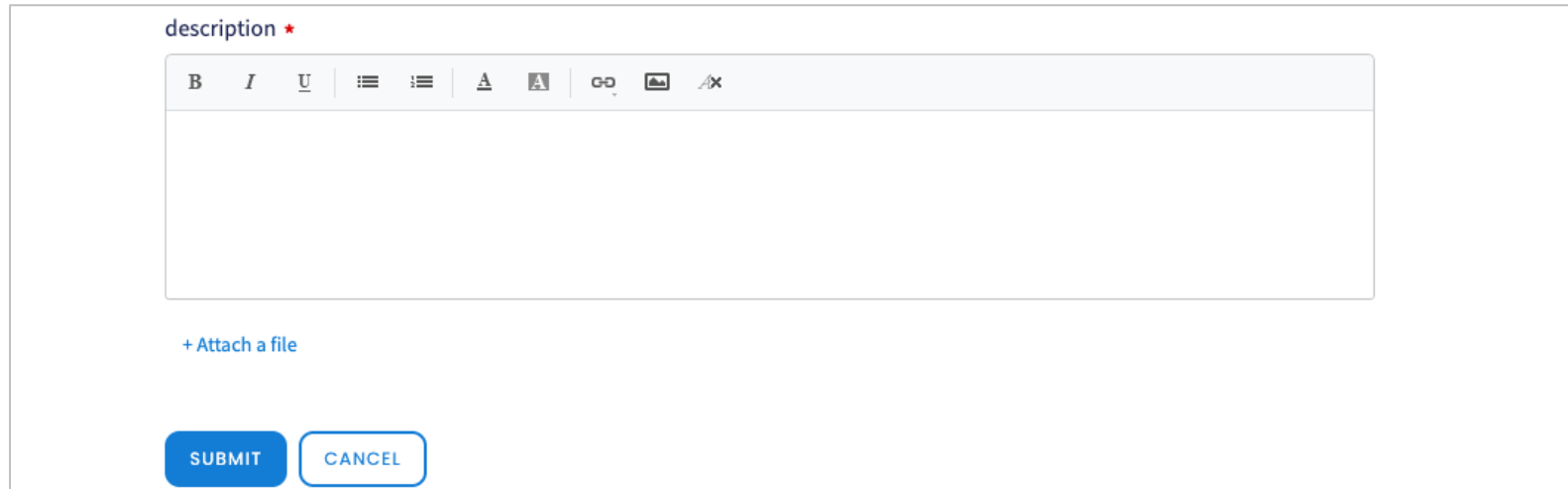
Account ID

123456789012

Subject	A summary of the key content
Requester	In addition to the default personal mail, you can add reference person to the ticket
Service	Select the AWS service associated with the inquiry
Urgency	Choose Low/Medium/High + Low: General inquiry (function, case inquiry) + Medium: Service is not affected but requires fast processing + High : A state that affects the service
Account ID	Enter an Account ID with resources

Description: You need to **write as much detail as possible** to get an accurate answer quickly.

- Issue status: Need to explain the situation and resources using the template in the ticket
- Service inquiry: Refer to the documentation or link, and include a note if it is not working during the task



The screenshot shows a web form for creating a support ticket. At the top, the label "description" is followed by a red asterisk, indicating it is a required field. Below the label is a rich text editor with a toolbar containing icons for bold (B), italic (I), underline (U), bulleted list, numbered list, text color, background color, link, unlink, image, and a slash icon. The editor area is empty. Below the editor is a blue link that says "+ Attach a file". At the bottom of the form are two buttons: a solid blue "SUBMIT" button and a blue-outlined "CANCEL" button.

- ✓ If you have difficulty explaining it in writing, please draw it and attach the picture.
Attach a log file, if any
- ✓ In some cases, you can identify the content through the Outbound Call.
If you need a detailed description, you can request a phone number.

3. Ticket generation example

Enter EC2 status check failure in the subject to check the relevant document on the right.
Enter the necessary information on the ticket and enter the affected account ID together.

Submit a ticket

더욱 원활한 지원을 위해 아래 티켓 양식에 맞게 정보를 기입하여 주시기 바랍니다.

→ [기술지원 요청 방법](#)

Subject

EC2 - Status check failure

Requester

이메일

[참조 추가](#)

Service

AWS

Urgency

낮음

Account ID

Account ID

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Submit the details of the issue after filling in the ticket description column.
Attaching a screenshot or log file with an error is a great help to solve the issue.

description *

B *I* U | [List Icons] | **A** **A** | [Link Icon] [Image Icon] [X Icon]

Issue start/finish time: x.x.x.x~x.x.x.x (UTC)

Region:ap-northeast-2

Resource ID: xxxxx(ARN)

Issue status(Is the issue still ongoing, or solved, or recurred?): ongoing

Description of the situation: Status is instance health check failed, it failed to do health check

[+ Attach a file](#)

Example

Subject : RDS processing speed suddenly slowed down.

Description :

Hello, I am Gil-dong Hong from service development team of Muhan Tranding Company.

There were delay in service of the Muhan Tranding Company, and we found out that there were high usage of RDS and the irregular latency.

I checked the slow query, but there was nothing special about it.
Please check if there are any problems in the infrastructure area.
Below is the slow query log:

- * Account ID : 123456789012
- * Region : Seoul(or ap-northeast-2)
- * RDS : test-rds
- * Timeline(KST) : 2020-01-01 10:00 ~ 2020-01-10 10:00