

First Tier Support Script

License Verification

Check if the provided license information is valid.

Answer) License information is valid

Take note of the following items from the [Ahsay License Server](#):

- Support ExpDate
- ALMP Status
- OBS Version
- OS
- CBS

Confirm if the **Support ExpDate** is past the current date. Continue to the Next Step.

Answer) License information is invalid

Reply to the ticket with the following pre-define, to request for the license info again before proceeding:

Pre-define

The license information provided in your previous email is invalid, could you please provide us with your Licensee Name / License Key for us to further assist you?

Await for customer's response.

Answer) No license (potential partner)

Question from potential partner is handled by the pre-sales team.

Pass the ticket to sales by:

1. Change the Ticket Owner from yourself to Unassigned, and change the Department to Partners.
2. Flag the ticket to Yellow.
3. Add Ticket Note, describing that the customer is a potential partner with no purchased license.

Await for the ticket to be passed back from sales (after a license is purchased).

From:

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Last update: **2018/01/03 12:08**