

## Using the CBS Issue Tracking System

In 2007, CBS transitioned to an interactive Issue Tracking System, allowing customers to submit support issues, questions, enhancement requests, and sales inquiries directly to our staff. We recognized the need to offer an electronic means of submitting issues and documentation to the CBS Support Center in a password-protected environment.

Periodically we review the efficiencies and effectiveness of our Support Services, and we recently found the following:

- Number of issues entered into the Issue Tracking system during 2012: **6,722**
  - Average number of issues resolved by CBS staff each month: **560**
  - Percentage of issues entered into the Issue Tracking system during 2012 by customers: **54%**
  - Percentage of issues entered into the Issue Tracking system during 2012 by CBS staff: **46%**
  - Percentage of issues that were addressed in part or whole within the CAMS-ii Help system: **78%**
- Use of the CAMS-ii Help system provides answers to many questions.

Given the above information, CBS needs each customer's participation in submitting issues directly to the CBS Issue Tracking System. When you do not enter your issues directly to the CBS Issue Tracking System, it takes away our time from solving your issues, and it adds an opportunity to delay and misinterpret your requests. It can also cause members of your staff to spend more time on the phone initially explaining the issue. When you enter issues into the system with as much information as possible, including attachments, the CBS Support Center can better assist you with answers to your questions. In addition, we ask you to limit your CAMS-ii software support calls to emergency issues and extenuating circumstances when you cannot contact CBS via the CBS Issue Tracking System.

Please do not send emails directly to any support staff members for CAMS-ii software support services. CBS staff members are directed not to provide support to customers using email. When the support staff receives email from customers, we cannot guarantee that you will receive a timely response. In addition, should a support staff member be out of the office, the email cannot be directed to another support representative. This policy is intended to provide the best support service possible.

In addition, we ask you to limit your emails to [support@camsbycbs.com](mailto:support@camsbycbs.com) to emergency issues (and extenuating circumstances) when you cannot contact CBS via the CBS Issue Tracking System.

Please help us help you... by submitting support requests, questions, enhancement requests, and sales requests to the CBS Issue Tracking System, thereby enabling CBS to place our resource efforts on providing each customer with faster resolutions. The CAMS-ii Help has comprehensive instructions for using the CBS Issue Tracking System. You can type "Issue Tracking" in the Index window in the CAMS-ii Help toolbar.

Typical Emergency and Extenuating Circumstances for bypassing the Issue Tracking:

- The entire CAMS-ii system is down because of a software or hardware problem.
- The entire CAMS-ii system is down because of the loss of an Internet connection.
- The CAMS-ii server is down due to a power outage.
- There is a natural emergency (weather, fire, flood, storm, evacuation).
- There is an "oversized attachment" that will not attach to the Issue Tracking system.

Prioritizing of Support Issues:

- The Issue Tracking System automatically assigns a higher priority to all issues that are directly entered into the Issue Tracking System by our Credit Unions. The issue escalation system automatically queues and requests action on these issues prior to all issues that are entered into the Issue Tracking System by CBS personnel. CBS does will reserve the right to adjust (or not adjust) priorities for all issues, with top priority consideration for emergency situations and extenuating circumstances.

CBS appreciates your understanding and cooperation in this matter as we continue striving to improve all aspects of the CAMS-ii support services. All questions regarding this matter can be emailed to [sfox@camsbycbs.com](mailto:sfox@camsbycbs.com) or by calling 919-587-9663.

Regards,  
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