HOW TO WORK WITH CHECKMARX SUPPORT

The purpose of this document is to offer insight into how Checkmarx Support works and includes best practices when working with the Support team to get the best outcomes and quickest resolution of issues.

Change Log

Revision Date	Changed By	Change Summary
11 July 2024	Cx Support	Initial version.
30 May 2025	Cx Support	Operational and organizational updates

How to Work with Checkmarx Support

The Checkmarx Support Team is here to help navigate technical issues and challenges you may encounter when working with our solutions. We aim to be responsive, helpful, cordial and knowledgeable while matching our urgency with your priorities. Whether you're facing a bug, need help configuring a feature, or have questions, our team is dedicated to providing timely and effective solutions.

In this guide, we'll cover useful information and best practices for collaborating with our technical support team. By following these guidelines, you can streamline the support process and get the most out of our services.

About the Checkmarx Support Team

Distribution and Hours of Operation

The Checkmarx Support Team is distributed globally across several countries and time zones:

- Mumbai and Pune, India
- Tel Aviv, Israel
- Braga, Portugal
- Austin, Texas + remote locations in the United States

Our varied locations allow us to provide 24-hour support during business days (Monday - Friday). On Sundays, our Support Engineers provide support coverage for GMT business hours.

Off-hours requests are handled as escalations according to priority.

Our Ticketing System

Checkmarx uses the Salesforce Community ticketing system. The best way to open a support case is by using one of the following two methods:

1. Checkmarx One 'Support' menu (for Checkmarx One customers only)
2. Browsing to support.checkmarx.com and submitting a case there

Both actions generate a case in our ticketing system. A user who creates a case will receive an email notification with the case number once the case has been created. The user will also be notified via email when their case has been updated by Checkmarx Support.

All tickets opened by the user can be tracked by the user if he/she has a Salesforce Community User Account. Salesforce Community Users also have access to knowledge articles that can be helpful in troubleshooting an issue.

A Community User account can be obtained by contacting your Customer Success Manager (CSM).

Understand Our Service Level Agreements (SLAs)

Checkmarx Support is underpinned by one service level agreement (SLA) – First Response Time (FRT). Our *Software Maintenance and Support* agreement is available on our website here.

First Response Time SLA

Upon receipt of a customer support request, Checkmarx will acknowledge the request within the first response time as defined in the following table and according to the priority classification of the support request.

Upon request, your Customer Success Manager can help you understand our attainment of this SLA for the cases you have opened as our customer.

Priority / Description	First Response Time
Priority 1 (Critical / Urgent): the Software is down or wholly unusable	Standard: 6 hrs Premium: 2 hrs
Priority 2 (High): major functions of the software are disabled or unavailable; the software is partially inoperative but some features are still usable	Standard: 12 hrs Premium: 4 hrs
Priority 3 (Normal): the software is usable, and the problem consists of inconvenience or minor failures involving individual components; errors in documentation; or otherwise normal support requests (e.g., assistance configuring a feature or troubleshooting)	2 business days

Our Structure and Workflow

Checkmarx Support, at a high-level, is organized into four distinct groups:

- **FLS (First Line Support)** – This group triages all cases opened for Support. Their aim is to solve the case if they can or request the right information that subsequent support tiers may need to solve the issue. They will then route the case to the appropriate team. They may also reassign the priority of the case so that it is consistent with our definitions.
- **Tier 2/3** – Comprised of more senior engineers; they handle cases not resolved by FLS and are organized into skill-based teams that specialize in specific areas of our products and technologies.
- **AppSec Helpdesk** – Comprised of engineers with developer skill sets and code/programming language knowledge. This group handles cases that deal with result accuracy, false positives and negatives, and has the ability

to offer pointed query customizations when feasible to help improve result fidelity.

- **Tier 4 / Sustaining Engineering** – This group straddles R&D and Support. It conducts advanced troubleshooting and has some capacity to fix issues by creating hotfixes (for some product lines).
- **R&D** – Responsible for fixing most bugs or defects or implementing features as accepted by our Product Management team. They also assist with advanced troubleshooting.

Tickets are handled according to priority in accordance with our FRT SLA.

When a case is created, First Line Support (FLS) engineers will attempt to solve the case if it is simple. They will verify or collect needed information and perform the initial response and preliminary diagnosis so the case is prepared to be worked by higher tiers as necessary.

IF FLS cannot resolve the case quickly, it is then moved to specialized queues where Tier 3 engineers will pick it up and perform necessary troubleshooting. This may include information-gathering remote sessions (via Microsoft Teams), requests for additional information, or requests to try something as a part of the troubleshooting process.

For urgent (P1) cases, the FLS engineer will also tag the Checkmarx Team Lead responsible for the queue the case is moved into as an initial (internal) step of escalation.

In case Tier 3 engineers cannot provide a solution, the case is routed to the Sustaining Engineering Group (Tier 4) for assistance.

In the event the case results in a defect being identified (or feature request opened), our Product and R&D teams will adjudicate the defect or feature, and decide if it is something we can and will fix or add to the roadmap. Support teams will relay this information via the case and either close the case or move it to a *waiting for fix* or *waiting for feature request* status.

Ticket Status

Over the duration of case resolution, the case may be moved to various statuses. The following table describes the meaning of these statuses.

Status	Meaning
New	The case has just been opened and is awaiting an initial response.
In Progress	The case is being worked by Checkmarx.

Pending Customer	The case is waiting for additional information or pending feedback from the customer. If we do not hear back from the customer for 14 days (while in this state), the case will be auto-solved. Over the duration of those 14 days, we send two reminders that we are pending information or assistance from the customer. If the customer knows they will be unable to respond to us within the 14 day window, they may ask that the case be put on hold. This will prevent the case from auto-solving due to inactivity from the customer.
Under Product Evaluation	Our Product or R&D teams are evaluating a defect or feature request and determining if they will fix the defect or plan the feature. This process can take up to three weeks.
Waiting for Fix	The case is pending a fix from our R&D team to resolve the issue. This status is not a commitment that R&D will provide a fix.
Waiting for Feature Request	The case is waiting for a feature request to be delivered by our Product team. This status is not a commitment that Product will implement a feature request.
Solved	We believe the case can and should be closed based on our last response. Cases in Solved status can be re-opened by customers by simply responding to the case within three (3) days of being set to this status. After three days, the case will be closed automatically.
Closed	The case has been closed, we are no longer working the ticket, and the case cannot be edited or re-opened. If a closed case needs to be re-opened for some reason, a new case should be submitted with the old case referenced.

Case Updates

Depending on case priority, we endeavor to update the case at (minimum) regular intervals – even if only to say that we are still working the case. These are not SLAs but goals we aim to keep once a case has been assigned to a case owner.

Priority definitions are included in the SLA section of this document.

Case Priority	Case Status	Target Minimum Cadence

P1 – Critical / Urgent	In Progress	Every three hours, EOD
	Waiting for Fix	Twice daily
	Pending customer	No update
P2 - High	In Progress	Daily
	Waiting for Fix or FR Under Product Evaluation Pending customer	No update
P3 - Normal	In Progress	Every 72 hours
	Waiting for Fix or FR Under Product Evaluation Pending customer	No update

These definitions presume the customer is actively participating in the triage and resolution of the case; if the case is *Pending customer*, we will not update the case, as we are awaiting an update from the customer.

Self-Help Strategies

What to Include When Opening a Ticket

When creating a technical support case, it's essential to follow best practices.

- Start by gathering clear information about the issue you're facing. Include details like error messages, software versions, and recent changes (including infrastructure changes, if relevant). The more detailed information provided when the case is opened, the less back-and-forth our team will need to do to collect the right information to allow us to assist.
- Enable the service user on the affected tenant (for Checkmarx One customers only). This allows us to create an account and troubleshoot or collect information unilaterally without having to ask the customer for what we require.
- Some customers have multiple tenants or instances/implementations of Checkmarx solutions. Please be explicit with respect to which tenant is being impacted by the problem/issue the customer is experiencing.
- Be concise and relevant in your description, focusing on the problem's impact, and include steps to help the Checkmarx Support team recreate the behavior or issue. It is often helpful for us to understand if the problem or issue being experience is isolated/acute or if the issue is broad or more pervasive (e.g., affecting multiple projects or certain types of scans or programming languages).
- Visual aids, such as screenshots, recordings, or log files, can enhance your case and make us more efficient.

- Set appropriate priority levels (according to the definitions above in the SLA section) when opening a case, and stay engaged by responding promptly to follow-up questions from our Support Team.

A well-structured case benefits both you and the Support Team in resolving issues efficiently and as quickly as possible.

Multiple Issues in a Single Ticket

It is important that each case represent a single, specific issue for which you require assistance. It sometimes happens that cases evolve from one issue into another; in such cases, it's important to close the case representing the original issue and open a new case to address the new or secondary issue.

Documentation, Education, and Self-Help

The following table includes useful links that can help educate users, reinforce best practices, avoid common mistakes, and facilitate troubleshooting when necessary.

Resource	System	Relevant For
CxOne Developer Fundamentals Learning Path	Cx University	Developers using CxOne
CxOne Project Optimization Learning Path	Cx University	All CxOne Users
SCA Learning Path	Cx University	All SCA Users
Codebashing Learning Path	Cx University	All Codebashing Users
CxOne Status Page - US CxOne Status Page - US2 CxOne Status Page - EU CxOne Status Page - EU2 CxOne Status Page - ANZ CxOne Status Page - SNG CxOne Status Page – Single Tenant*	Checkmarx One	CxOne Administrators
Masterclass Channel	Cx University	All CxOne Users
Checkmarx Documentation	Cx Website	All Cx Users

* Single Tenant Status Page URL will be provided by your CSM

For access to any content hosted on Checkmarx University, please contact your Customer Success Manager (CSM).

Pending Customer Status

If the status of a case is ***Pending customer***, this means that we need something from you. We may require:

- Additional information
- Logs or screenshots
- Test cases we would like you to run to rule things out
- Steps to recreate the issue on our side
- Confirmation of resolution
- Permission to establish a service user
- Etc.

When cases are in this ***Pending customer*** status, your responsiveness will help us move the case along more quickly to resolution.

Service User (for Checkmarx One Only)

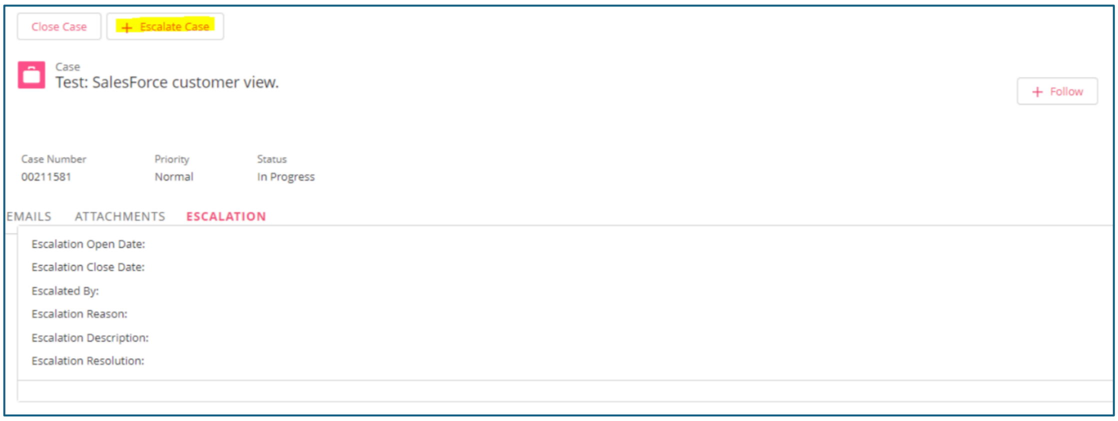
For Checkmarx One, there is a concept of a *service user*, which is designed to allow Checkmarx Support Engineers to login to your tenant with the purpose of resolving issues, troubleshooting, etc.

Details about the creation of a service user are available here. Enabling the ability to create a service user can only be done by your Checkmarx Administrator. Once the ability to create Service Users has been enabled, the Checkmarx Operations team will be able to provision an account for Support to use to troubleshoot a given issue.

Escalation Paths

To ensure we handle your case with the right priority, please make sure to assign the right priority to your case when opening it. Priority definitions are described above.

In the event that you wish to escalate a ticket, you may do so within the case by clicking *Escalate Case* (screenshot below). When escalating a case, you will be asked to provide comments about the escalation and a reason for the escalation.



Reasons to escalate may include:

- You have an update for the case that has potentially increased the priority of the case
- Lack of case progress – if we are not moving quickly enough
- You are dissatisfied with the handling of the case to date
- Etc.

This will move the case to a separate queue and get the attention of regional Support leaders.

Call Tree

In the event that further escalation is needed beyond escalating through the case management system, the following contacts can help with escalation in this order.

Sequence	Role in Checkmarx	Contact Information
1	Your CSM	
2	Regional Support Leader	**Americas** Roel Shafer roel.shafer@checkmarx.com **Europe / Asia** Vered Litman vered.litman@checkmarx.com
3	VP Enterprise Support	Chris Merritt chris.merritt@checkmarx.com

Communication Channels

All case communication must be handled within the case via the Support Portal (Salesforce Community). Occasionally communication outside of the case may occur (Teams, video call, etc.). **In such cases, it is critical that any information captured or exchanged makes its way back to the case.**

Various other communication channels may be used over the course of working with Checkmarx Support:

Channel	Use(s)
MS Teams	We use MS Teams as needed to conduct video conference calls to troubleshoot issues real time with customers. If this option is not viable for you, you may ask us to join some other type of video conference bridge (e.g., WebEx, Google Meet, Zoom, etc.); however, we will need you to supply the bridge.

Email	Emails sent to or from support@checkmarx.com are tightly integrated with our case management system. If you are emailing directly with someone at Checkmarx about a case in progress (e.g., john.smith@checkmarx.com), those mails will not be associated with any case you may have open (and will not show up in the case history) – this should be avoided. Cases may not be opened via email.
Text/SMS, Slack, Teams Chat, etc.	These forms of communication are not recommended and are rarely supported by the Checkmarx Support team. If these types of communication channels are used, any information exchanged should also be included in the case within Salesforce Community.
Telephone Support	We do have a third-party service who will open a case on your behalf, but will not troubleshoot issues with you. When a case is opened this way, the case still follows the normal case workflow as described above. As such, it is not the recommended way to open a case. Using our Support Portal is.

Feedback Matters

After a case is concluded, you may receive a survey asking for feedback. We would appreciate your feedback after a case is resolved; we value your input, and your insights help us enhance our support services.