



## **Transcript of video “Contacting Barracuda Support”**

Hello and welcome. My name is Robert Bowden. I'm the Barracuda support enablement manager, and today we're going to be talking about how you can contact Barracuda for technical support and what information you're going to need to open a case. Barracuda technical support is available 24/7 worldwide with more than 350 employees across Tim plus offices.

Our technical support team is ready to help you any time that you need it.

Barracuda has five core values, think customer, drive Innovation, take ownership, deliver outcomes and succeed together.

And the one that really makes up their Barracuda support. Our primary core value is Think Customer. So, when you contact our support team, regardless if you have a single unit or 10,000 units, we treat you like the only customer, the only person, that matters to us is you. During that phone call is you and we want to resolve your issue the first time you call with the quickest response possible.

There are multiple ways to contact Barracuda technical support. You can reach out via the phone, live chat, our online portal or email.

I recommend contacting us by phone for any priority issue. So, if you have a network down situation, your firewall stopping traffic, your emails not flowing, anything is just really impacting your business, this is where you want pick up the phone and give us a call. You'll be greeted by one of our friendly contact center agents who's going to review your company information, create a case for you and then transfer you to one of our support engineers.

With live chat, online portal and email, all of these methods create what's called a web message. Now, this web message is going to be triaged by our contact center representatives and as appropriate, they may give you a phone call and do a live transfer to a technician or they may have a technician reach out via email depending on your desired contact method and the priority of the case.

With live chat, depending on your region and time zone you can chat directly with one of our contact center agents via the Barracuda website.

The online portal is one of the coolest things we have. Not only can you create and manage your cases via our online portal called communities and yes, both customers and partners have access to their own version of communities, but you're able to interact with hundreds and thousands of other Barracuda customers in our interactive online forums.

So, if you don't want to give us a call, you can post non critical issues in our forums and get the best recommendation for our other customers who may have run into similar configuration issues for network problems even ones beyond the scope of traditional Barracuda support.



Finally, one of the most efficient ways to open the case is via email. Visit [barracuda.com/support](https://barracuda.com/support) for your region-specific Barracuda email address. If you locate in EMEA or India, there is a unique email address for these regions as well as other regions across the globe. Again, that's [barracuda.com/support](https://barracuda.com/support).

If you happen to use the generic support at [barracuda.com](https://barracuda.com) address, which is great for customers in the US. Customers in EMEA and other regions may experience delays in getting service because it is routed to the US team versus your local support offices in your region. Now, email is great for low priority issues, configuration review, assistance setting up a new product, but for any of those urgent issues, please pick up the phone and give us a call additionally. If you are a Barracuda premium support customer, you do need to give us a call to activate your SLA or service level agreements for response time on your priority 1 and priority 2 issues.

Regardless of how you contact Barracuda support, there's some core information that we're going to need to collect for each and every case and the first piece of information and one the most important is your products serial number. So, this serial number is going to give Barracuda all the information about the subscriptions and who's authorized to open cases on behalf of your company.

Typically, you are going to find your Barracuda serial number and the bottom corner of your Barracuda products. Now if you have trouble locating your serial number don't worry. Our contact center representative will be happy to assist in locating your product serial number. Additionally, you can need to provide your full name first and last, the company which you are calling on behalf of, your preferred contact phone number and your email address.

If this is the first time you have called in for your company, please note that we need to do a contact verification to ensure that you're authorized to open cases on behalf of your company. And this is a security feature to protect you, the customer. So, with the Barracuda contacts are representative is going to do, is look at your current authorized administrators on your account within our Salesforce system and they're going to reach out to them via phone and email as appropriate to confirm that you are who you say you are and that you're authorized to be added to your company's account and therefore be able to open cases with Barracuda technical support.

Once we verified you and create a case, we are going to get you over to a support technician.

Now for most of our products you are going to need to open what is called a support tunnel, which is a secure connection to our troubleshooting servers. Now don't worry if you don't know how to do this your support engineer will be more than happy to assist for products that don't have support tunnels. You may be asked to do the screen.

During so we can see what is going on, on your system currently.

I hope this has given you some better insight into what information to have prepared when you call our Barracuda support team. And our team is standing by 24/7 365 ready to assist. I hope you'll join me in the next video where we talk about different subscription options available to our Barracuda customers.