

Micro Focus Scripting and Test Automation Services for Silk

Accelerate the return on investment of your Silk product by working directly with a designated Silk expert who will guide you and your team throughout the year to setup effective scripting, test automation and reporting configurations.

Product Highlights

As an add-on service to Business Support or Standard Care, Micro Focus® Scripting and Test Automation Services for Silk ensures you receive competent assistance directly from a Micro Focus Silk expert who has in-depth experience designing test environments for Silk products. You will work directly with this skilled engineer who will become familiar with your product installation, and who will provide guidance in setting up your test environment. You can leverage up to 60 or 80 hours of this engineer's time (depending on the package) over a 12 month period, with a reliable time frame for response. And if you need more time, additional hours can be ordered.

Key Benefits

- Direct access to a Named Support Engineer who becomes familiar with your environment and needs
- Receive up to 60 or 80 hours of assistance from this skilled engineer over a 12 month period
- If you need more time, an additional 30 hours may be ordered

Key Features

Receive the following services according to the Silk product you have:

Silk Test™

- Scripting services
- Best practices

Silk Performer™/Silk Performance Manager™

- Scripting services
- Best practices

Silk Central™

- Creating reports
- Issue Manager Configuration
- Best practices

Service Specifications

- Contract term: 12 months
- Service delivery: remote
- Language: English
- Hours of Access: Monday to Friday, 9.00 am to 5.00 pm, local support center hours
- Target Response Time: 6 hours

Learn More At

www.microfocus.com/products/silk-portfolio/

Key Benefits

- Direct access to a Micro Focus Silk named support expert with in-depth expertise
- Take advantage of guidance tailored to your environment and needs
- Enjoy timely and reliable response times to your requests
- Get the most from your product by leveraging its full functionality

Contact us at:
www.microfocus.com