



# Prota Help Center

## End-User Guide

Please contact us for your training and technical support queries

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Publisher



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- make sure that the users of the software and their supervisors have the adequate technical capabilities,
- make sure that the software is properly used in accordance with the reference manual and documentation,

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## Welcome to Prota Help Center

As Prota Team, our main priority is to offer an excellent post-sales customer experience and technical support services for our clients. For this purpose, we have been substantially investing in our technical support team and technology infrastructure.

We understand that the quality of technical support is the main factor to sustain customer satisfaction and loyalty. Always striving for the best technical support, we are proud to introduce our new **Prota Help Center** which is shaped around our years of customer service experience.

We strongly believe that once you understand how the support services and processes work, you will be more willing and equipped to claim for the best.

## Well, How a Successful Technical Support Service Should Be?

Recent researches provide very interesting results on this topic. According to a study done by 'Dimensional Research', the following considerations surface as the most important ones when defining an excellent technical support service:

1. The problem was resolved quickly
2. The person who helped me was nice
3. The problem was resolved in one interaction – no passing around to multiple people

## Traditional Support Methods: Via Phone or E-mail

Traditional support methods such as phone or e-mail support are **far from being measurable and effective methods**. Although these methods are adequate for small-scaled firms, it is rather ineffective for medium and large-scaled firms with broad userbases like Prota. Several researches show that these methods are infact decreasing both the satisfaction of users and technical support specialists over the long term as well as making it quite difficult **to make tangible success measurements within the business**.

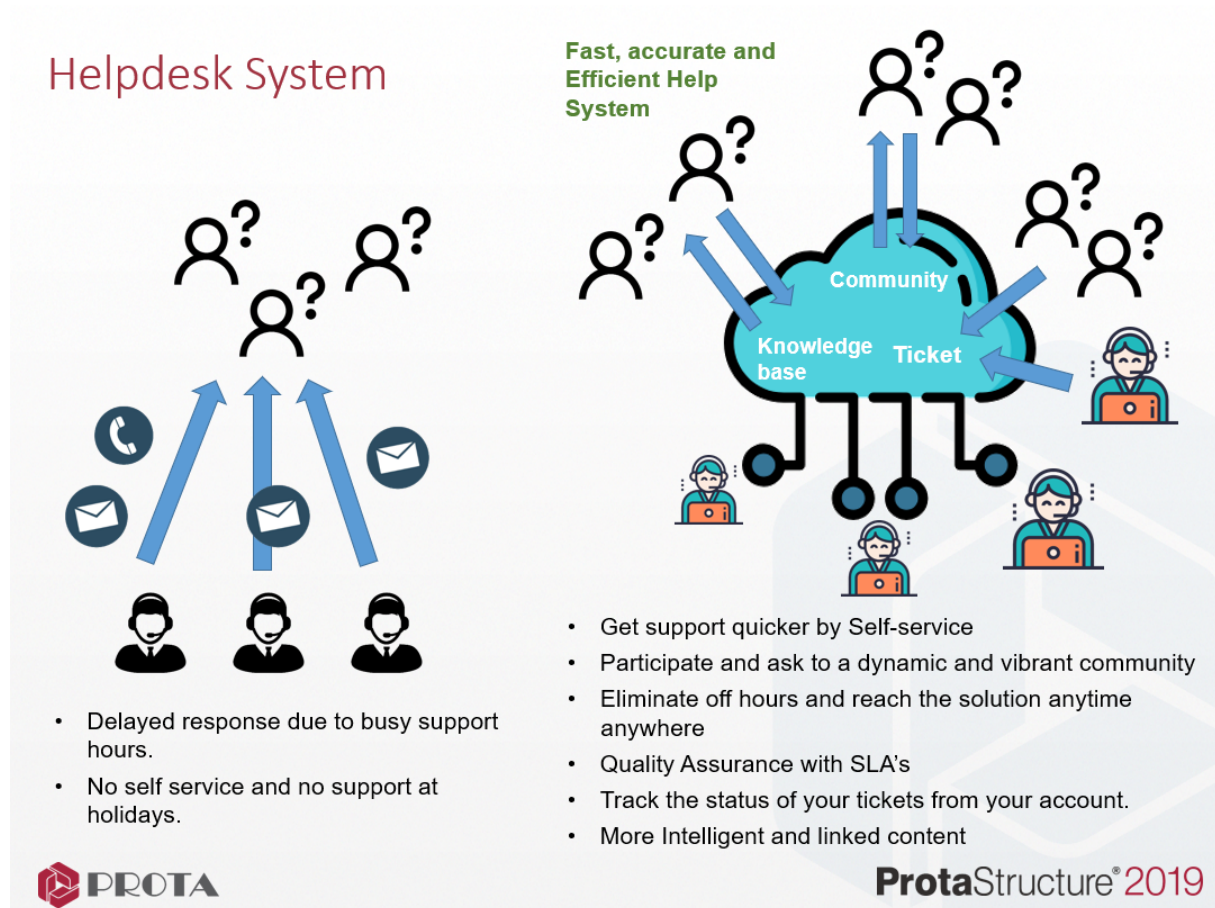
Technical support via phone is time-consuming and ineffective both for the end-user and for the technical support specialist. Generally, most of the technical support specialists are only able to spend their limited energies and time on just a few users which in turn creates a difficulty for the other users waiting on the line. On top of that, when the issues are not resolved or the same support agent is not reachable, users result in explaining the same issue over and over again.

Technical support services given via e-mail is generally a more effective way than phone support. However, there are also some problems in this method such as bounced, lost or spam e-mails. In addition, technical support requests via e-mail **cannot be traced properly by the end user**. It is also time-consuming and ineffective to try to distribute support e-mails to support specialists or to relay the proper information to end user when providing support via e-mail.

In both conventional customer support tools mentioned above, it is almost impossible to track **the life-cycle of the support request** and to integrate directly with CRM systems. **Clashes** occur when more than one support specialist provides technical support to the same user. A support request could also be left unanswered due to these clashes. **Besides, answering the same questions with the same**



answers over and over again prevents a sustainable corporate knowledgebase. **Absence of corporate knowledgebase** is the biggest obstacle for the end user to get a fast and an efficient technical support service. Most importantly, in traditional support methods, the end-user needs to wait until the working hours of the company to have technical support services.



## A Modern Approach To Support Services: Prota Help Center

To minimize the problems caused by traditional support methods mentioned above and to place the user to the center of its focus, **Prota Help Center** was created.

### Up-to-Date Knowledgebase

You can browse through our collection of articles about our technology solutions in Prota Help Center. All you have to do is to search the topic of your interest.

### Prota User Community Forums

Community Forums can be considered as an essential part of Self-Service support. In Prota User Community Forums, you can answer questions, add comments and find answers by looking at the existing topics. You can also share your experience with other users and create new topics. Knowledge only improves when shared.



## Self Service Support

Knowledgebase and User Community Forums together create the backbone of the self-service support for our users. When you are about to submit a ticket or do a quick search, the keywords you have entered will be automatically searched on the entire support center to suggest you with an instant solution and save you valuable time. You can also exchange information with more experienced users and get answers to your questions immediately. You don't need Prota Support Engineers for any of these. You can get help during the weekends or any time in Prota Help Center.

## Support Ticket

Don't worry if you can't find the answer that you are looking for in the Community Forums and Knowledgebase. All you have to do is to create a **Support Ticket**. When you start creating your support ticket, your keywords are analyzed and related articles from Community Forums and Knowledgebase automatically recommended for you. Thus, you may find the answer you have been looking for in these recommended articles.

Furthermore, the Support Ticket that you created automatically will automatically be assigned to one of Prota Support Specialists and you can easily track the status (life-cycle) of your Support Ticket in Prota Help Center.

We hope, you will take full advantage of Prota Help Center.

Best of Wishes,

**Prota Team**

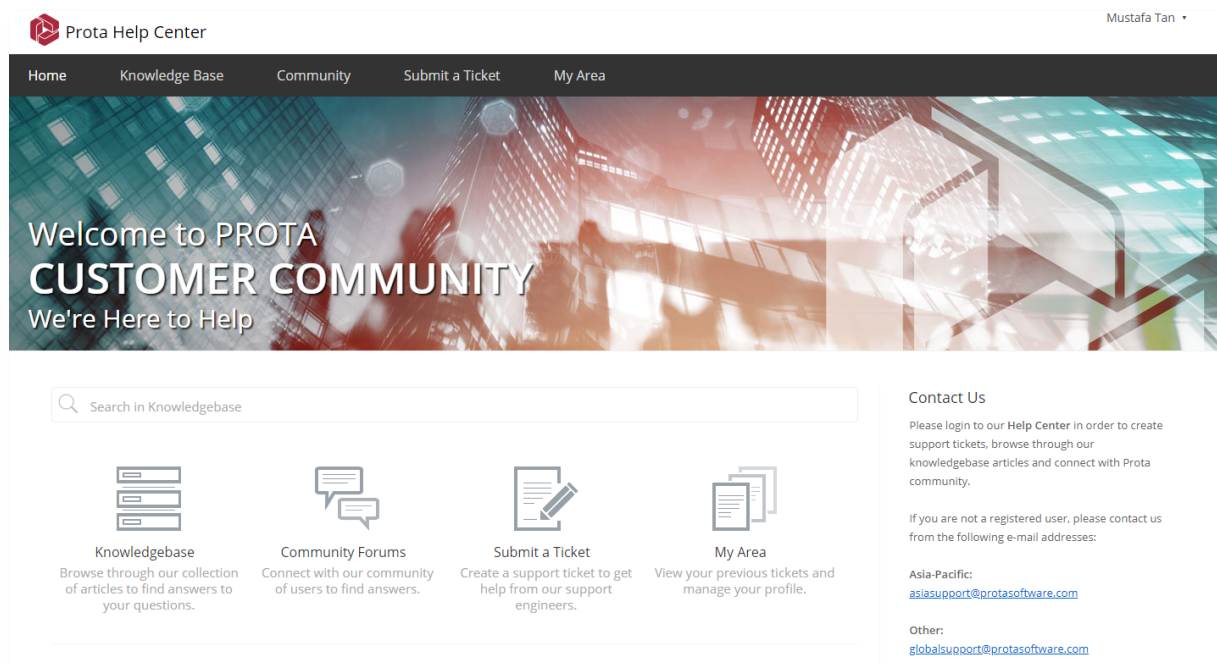


## Introduction

**New Prota Help Center** has been put into service in June, 2019. Our users are now able to submit and follow-up their technical support queries through this system.

Prota Help Center has been designed specifically for ProtaStructure users. **ProtaStructure users need to log-in** to the system with their credentials. The system is closed for everybody except licensed users of ProtaStructure. If you do not know your username and password Please contact our support team at [globalsupport@protasoftware.com](mailto:globalsupport@protasoftware.com) or [asiasupport@protasoftware.com](mailto:asiasupport@protasoftware.com)

You can reach **Prota Help Center** through <https://support.protasoftware.com>.



## What Are The Benefits of Prota Help Center?

Prota Help Center has been designed for you the get your answers to your questions about Prota's technology solutions as quickly as possible. Prota Support Center holds Support Tickets, Knowledgebase articles and Community Forums side-by-side in an integrated manner to offer you instant self-service support and save you valuable time. You can do the following at Prota Help Center;

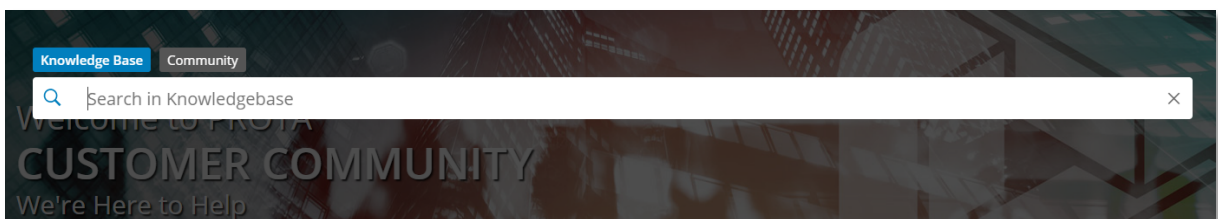
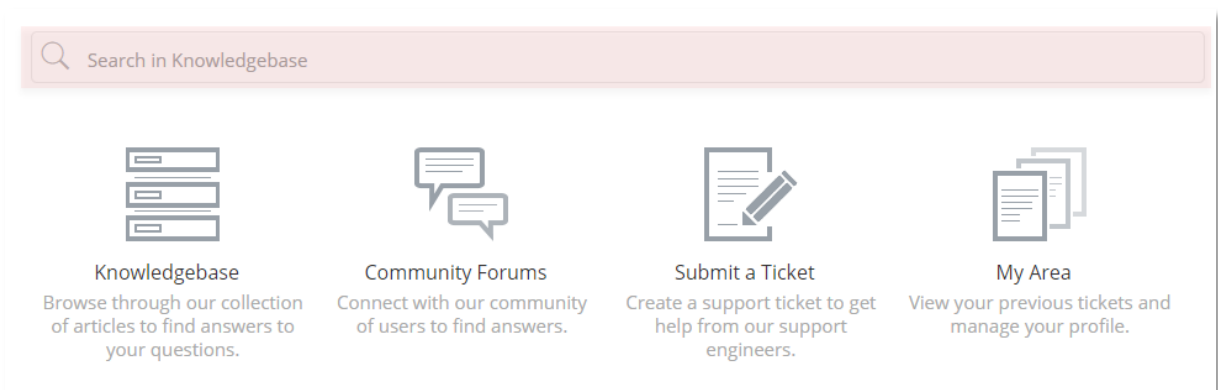
- Use keywords to **browse** through the entire Prota Help Center to find answers to your questions. Entire **Knowledgebase** and **Community Forums** will automatically be searched to suggest the related content to your need.
- Browse through our **collection of Knowledgebase articles** to find answers to your questions.
- Ask questions in **Community Forums** and easily share information. Your question could already be answered in forums. Alternatively, you can also help your colleagues who have similar questions with you.
- **Create a Support Ticket** to get help from Prota Support Team.



- View your previous tickets and **follow-up their status**.
- Manage your **Profile**.
- Earn **experience points** by simply publishing articles, commenting or voting to other articles in Community Forums.
- Help us increase the quality of our Technical Support Service by simply submitting the **Customer Satisfaction Mini Survey** after each support you get from our team. You can also track general user satisfaction through Prota Help Center.
- Fastest way to reach out the information you are looking for: **Searching with Keywords**.

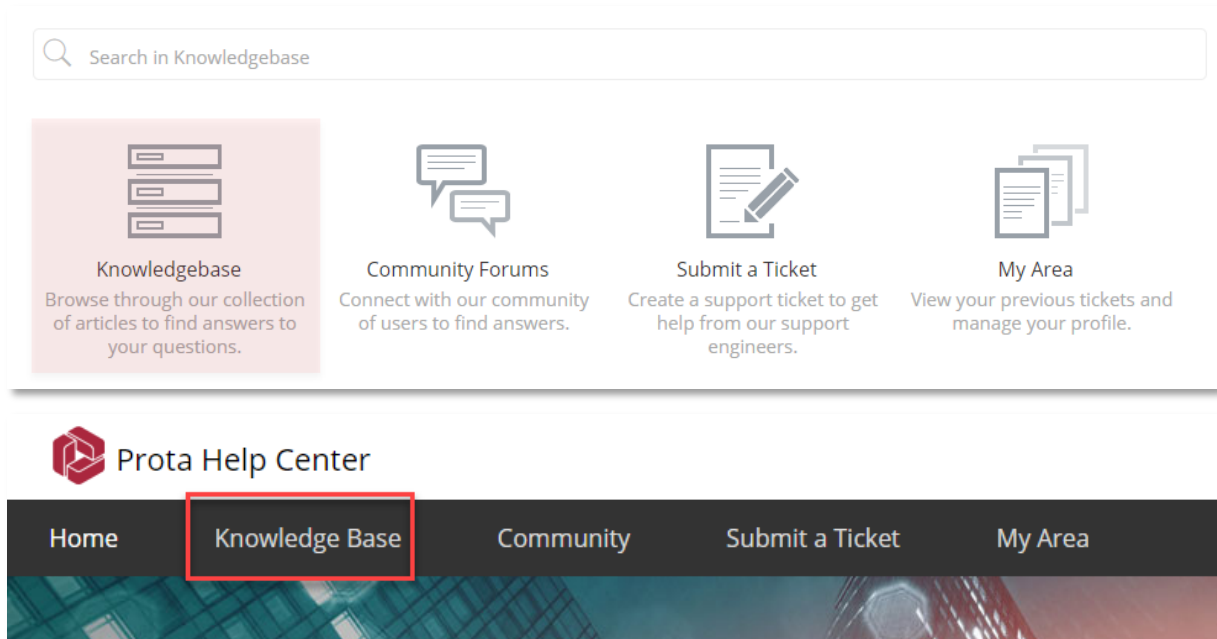
The fastest way we recommend for you to find an answer to your question in Prota Help Center is to browse through **Knowledgebase** and **Community Forums** before submitting a ticket. In this case, the chances for you to find the quickest answer to your question increase.

For this purpose, click **Search** on the main page. Relevant content will be suggested for you based on your keywords.

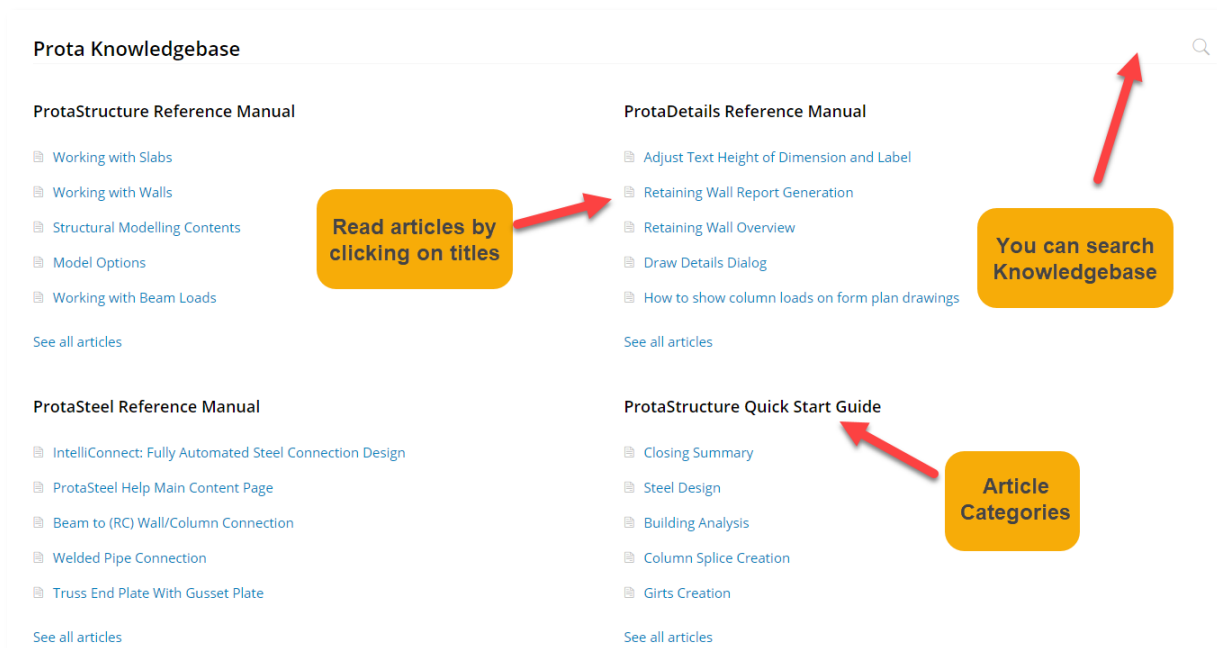


## Konwledgebase

To access the entire Knowledgebase articles, click “**Knowledgebase**” icon which is located at the left hand side or the upper menu of the main page.



You can think of the **Knowledgebase** section as an encyclopedia. To get the most out of **ProtaStructure**, **ProtaDetails**, **ProtaSteel** ve **ProtaBIM** software solutions, you can take advantage of quick start guides, modelling techniques and reference manuals which are classified as categories inside the Knowledgebase platform. You can simply click to read the articles which interest you.



Prota Knowledgebase

ProtaStructure Reference Manual

ProtaDetails Reference Manual

ProtaSteel Reference Manual

Welcome to ProtaSteel Help

User Interface

Modelling & Detailing

Steel Connection

Manual Connection Detailing

Engineering Drawings

Shortcut Keys

Frequently Asked Questions

ProtaStructure Quick Start Guide

ProtaDetails Quick Start Guide

ProtaSteel Quick Start Guide

Article Tree

Knowledge Base > Prota Knowledgebase > ProtaSteel Reference Manual > Modelling & Detailing

IntelliConnect: Fully Automated Steel Connection Design

Print

Table of contents

- Why use IntelliConnect?
- IntelliConnect Scope
- Cases covered
- How to use
- Purlin Example
- Beam – Column – Brace Example
- IntelliConnect and Connection Ordering

IntelliConnect automatically assesses joints to your preferences, batch creates and designs steel connections. It covers a wide range of simple, moment, splice and weld connections. It considers constructability by intelligently arranging and configuring all the components of the connections without user intervention. This results in huge improvement in productivity as it minimizes time required to manually create & correct these connections.

In ProtaSteel, steel connections can be designed and detailed very easily, simply by selecting the connecting members and using the available connection macros. Compared to manual 2D detailing and hand-calculations, this method of insertion is very efficient. However, repeating this process for the same type of connections, can still be time consuming. For that reason, IntelliConnect technology has been developed.

IntelliConnect is a powerful tool that automatically connects the entire structure with the connection of choice . Simply select the members and nodes you want to connect together. IntelliConnect will handle the rest by conforming to user preferences and design overrides.

In summary, connection design should be initiated from the main connections. IntelliConnect can be triggered on grid and storey basis. The girt, purlin and sag rod connections can follow. Batten plate connections should be created finally.

steel design intellconnect steel connections artificial intelligence constructability

Updated: 7 hours ago

1

0

Click 'Thumbs Up' icon if the article was helpful

Share

List additional articles by clicking on tags

Intellconnect for fully automated steel connection design

Steel Connections

Steel Connection Scope and Assumptions

Connections Macro

Fin Plate Connection

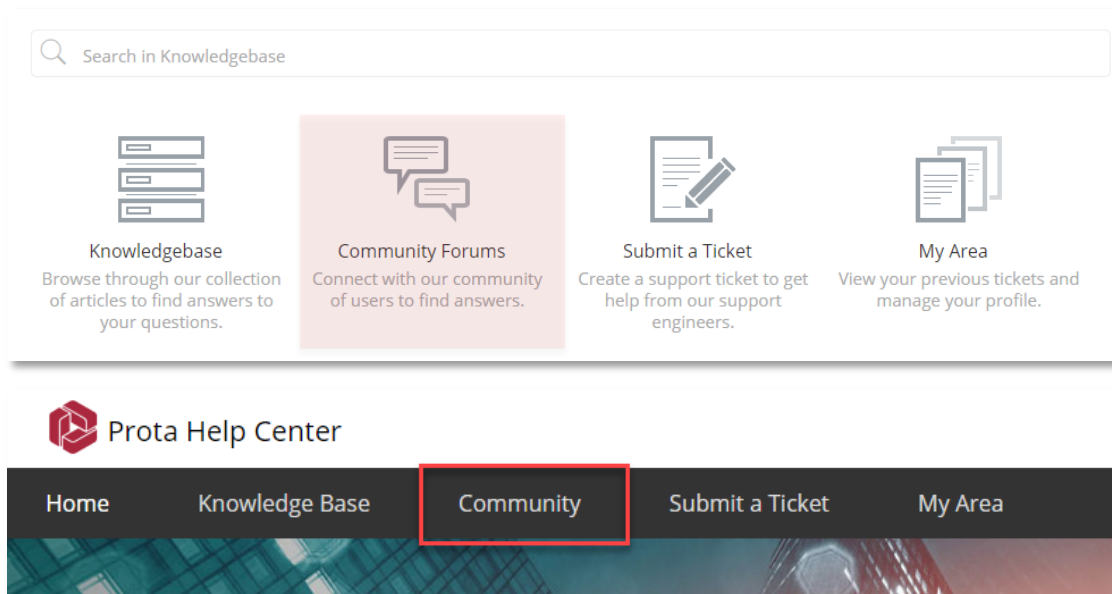
Related Articles are automatically listed

Share the Article

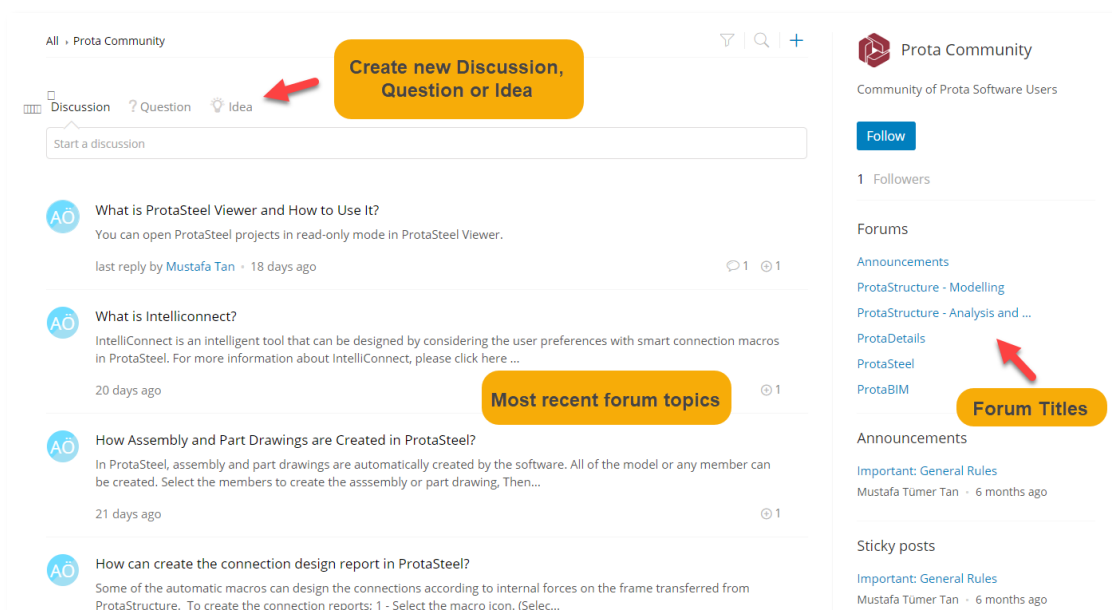
## Prota User Community Forums

Prota User Community forums have been designed to enable Prota users to share their knowledge and information on the topics related with civil engineering and Prota software solutions. Forums are not directly targeted for technical support queries. We recommend “**Submit a Ticket**” section for your technical support requests.

To view forums, click “**Community Forums**” section which is located at the right hand side or the upper menu at the main page.



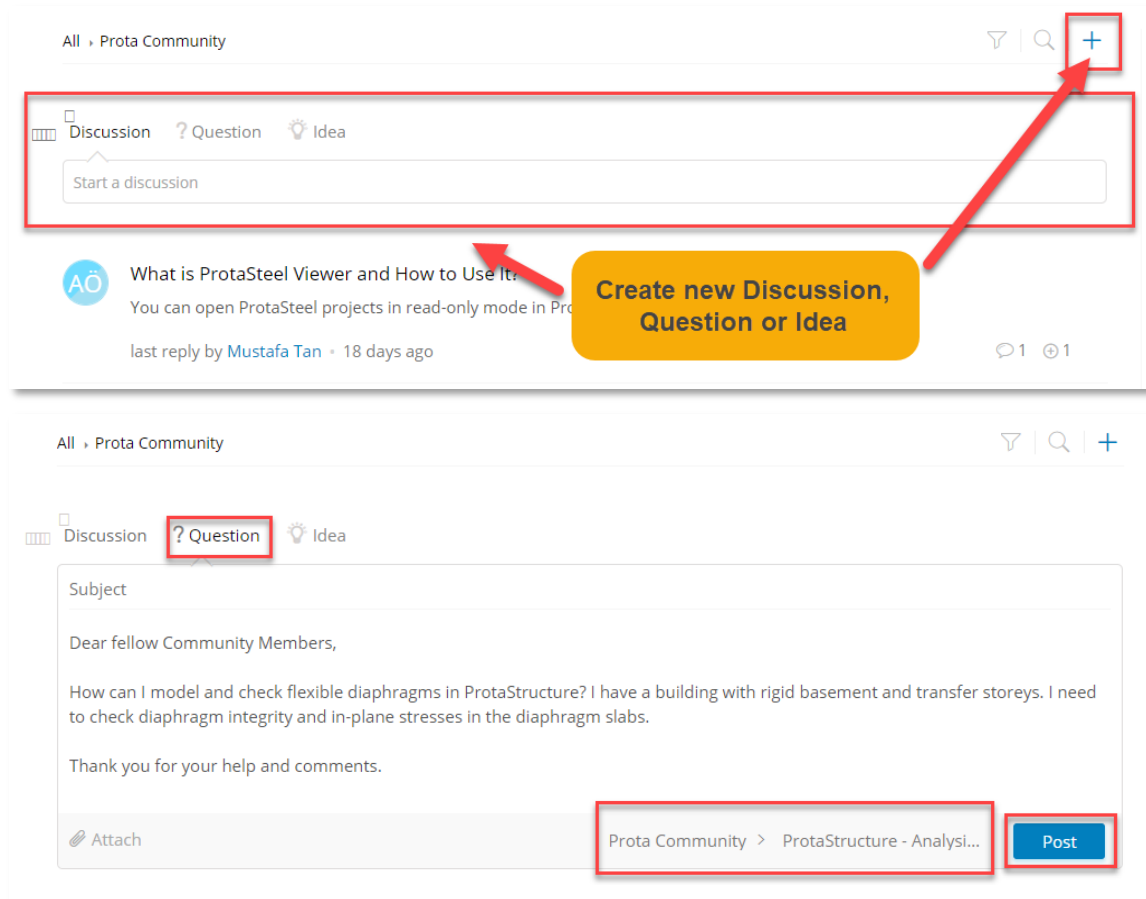
Prota User Community is categorized into different **Forum Titles**



## How to Create Forum Topics?

In Community Forums, You can create new topics in one of **Discussion**, **Question** or **Idea** categories. Topics created by you can be viewed, responded, tracked and voted (by clicking the “+” icon) by other users.

You can use the upper section of the forum page or you can click **+** button to create your forum topics.



If you would like to present your opinion on a specific topic or to start a discussion, we recommend to create a **Discussion** topic.

To ask a question in the community forum, we recommend you to create a **Question** topic.

If you have any ideas or suggestions that you want to share with us regarding the enhancements and new features for our solutions, you can create an **Idea** topic. Other community members may agree with your ideas and cast additional votes on your suggestion. Hence, you can raise your voice more powerfully.

### Important Note

Please make sure that you have done **sufficient search** in the forums and the before creating a new forum topic. A similar question may have already been answered in the past which will enable you to acquire the solution instantly. You can also **subscribe to** the forum and the topics of your interest to get instant notifications when new content is created or a comment is posted.



## Forum Rules

Being a social platform inevitably brings certain rules for Prota Community Forum. Forum rules are included in the **Announcements** section at the right hand side in Community Forum platform. Please take your time to read these rules before using this platform.

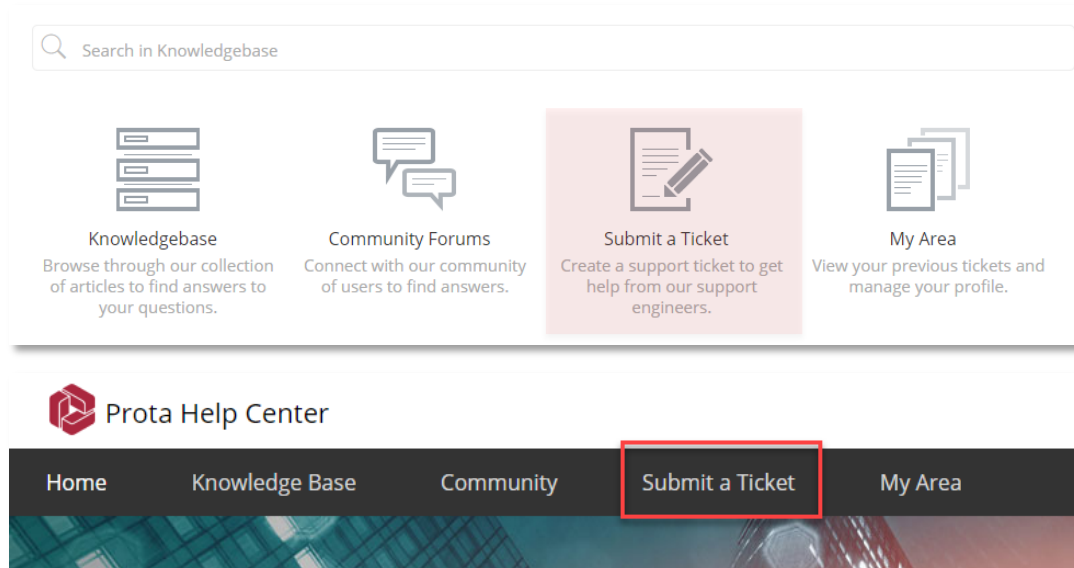
## Forum Moderation

Prota User Community forums are monitored and moderated by Prota Support Team.

## How To Create a Support Ticket?

If you can not find any answers to your questions in Knowledgebase or community forums, you can create a **Support Ticket**.

Create a Support Ticket by clicking “**Submit a Ticket**” icon located at the home page or the upper menu.



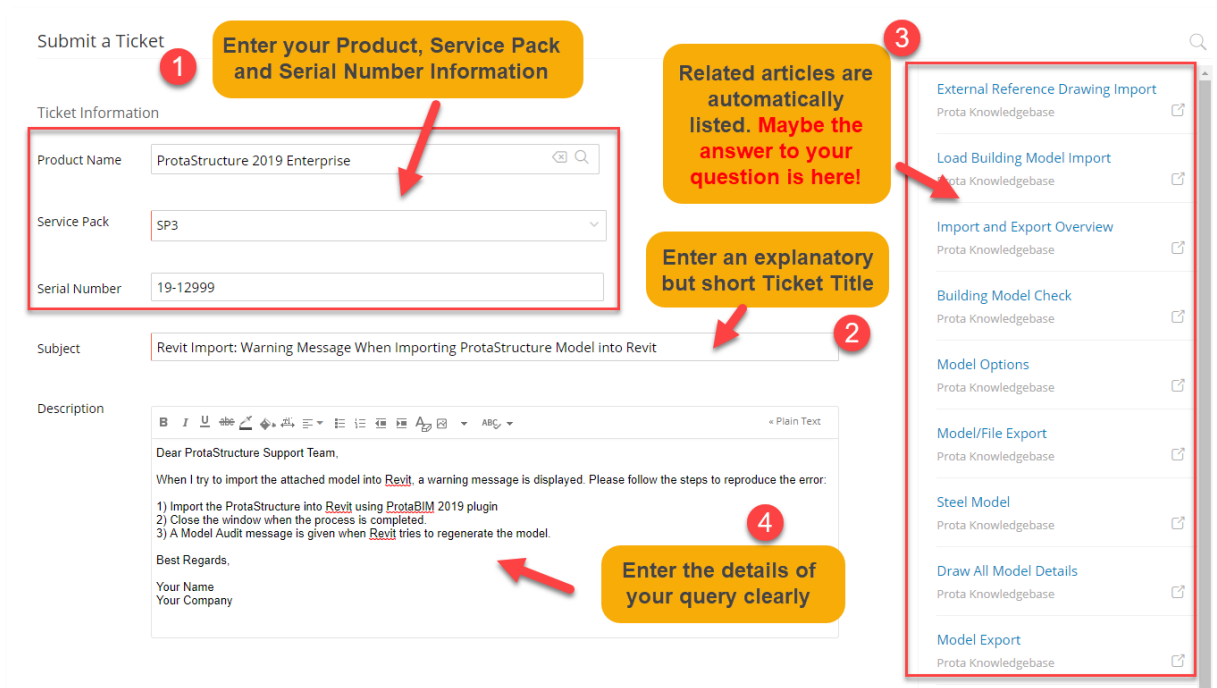
## Steps and Recommendations When Submitting A Support Ticket

Please consider the topics mentioned below to get the best and the fastest response to your Support Tickets. Response time may increase for unclear and incomplete Support Tickets.

1. Make sure you browse the information you are looking for at **Knowledgebase** and **Community Forums** before submitting a ticket.
2. Specify the **Name** and **Current Version** of your product. This information will help our support team to focus on the right product.
3. Similarly, enter the **Service Pack Number** of your product. With this information, our support team will be able to determine the service pack in which you are encountering the issue. Otherwise, the same issue may not be able to be repeated by our development and support teams.



4. Enter the **Serial Number** of your product.
5. Enter the **Subject** for your Support Ticket. The subject needs to be short and summarizing the content of your ticket. This field can not be left blank. Unrelated subjects will increase the duration of response times as they slow down the process and make it difficult to classify the support request.
6. As you enter the subject of your support request, **recommended articles will automatically be listed** on the right hand side for you. We suggest you to quickly look through these articles as you may find the answer to your question.
7. Enter the **Description** of your support request. Support Tickets with no descriptions may be left unanswered by our support team since we will have no choice but try to make assumptions about your problem. A good description must address the issue transparently and preferably be supported with screenshots and the steps of the process. The duration of the response time increases in some cases where the description seems to be insufficient or if the same issue can't be repeated by our development and support teams. In this case our Support Engineers may request for more information from you.
8. A sample project in which the issue is repeated can be attached to the support ticket. The file size limit is 20 MB.



The screenshot shows the 'Submit a Ticket' form with the following fields and annotations:

- Annotation 1:** Points to the 'Ticket Information' section, which includes:
  - Product Name:** Protastucture 2019 Enterprise
  - Service Pack:** SP3
  - Serial Number:** 19-12999
- Annotation 2:** Points to the **Subject** field: 'Revit Import: Warning Message When Importing Protastucture Model into Revit'.
- Annotation 3:** Points to the right-hand sidebar showing a list of related articles from the 'Prota Knowledgebase', such as 'External Reference Drawing Import', 'Load Building Model Import', and 'Import and Export Overview'.
- Annotation 4:** Points to the **Description** field, which contains a detailed text description of the issue and steps to reproduce it.

### Important

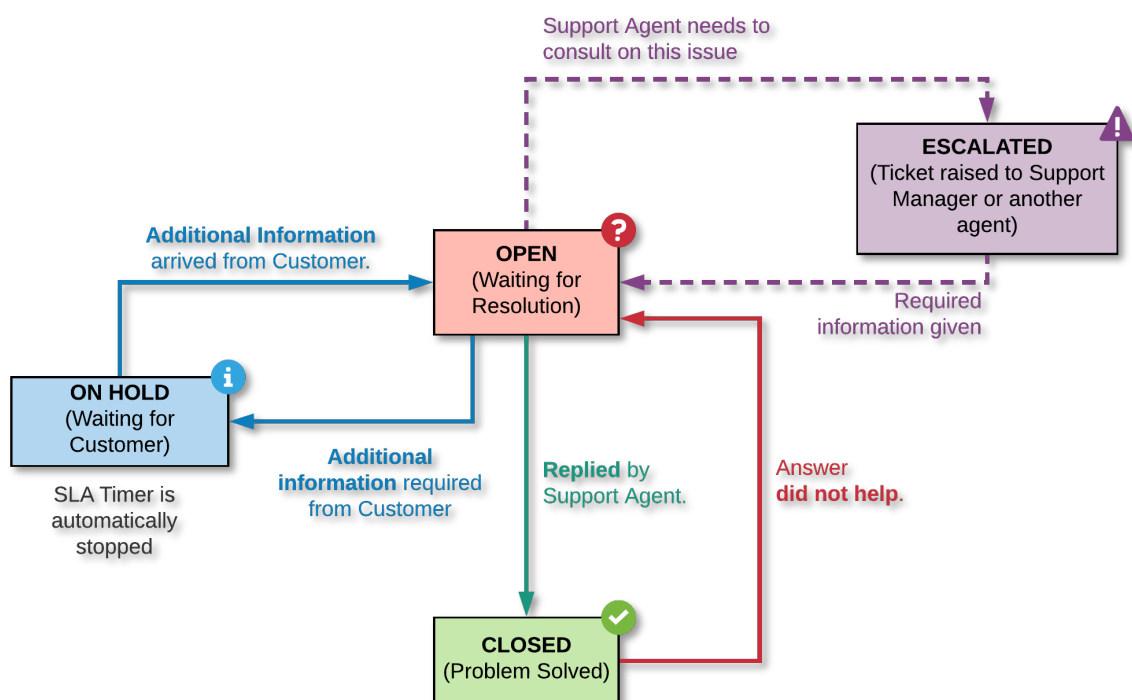
Technical support service is a process which is subject to a certain work-flow such as **Understanding the problem, Categorization, Reproduction of the problem, Solution or Workaround proposal** and **Fix**. The support request should be supported with clear and concise description. It may take longer period of times to process a support ticket if it is unclear or technically too complicated.



## Follow-Up and the Life-Cycle of Support Tickets

When you submit a support request, it passes through certain processes. The main purpose is to fix or propose a solution/workaround for the issue. In other words, the main purpose is to convert the status of the support ticket to **CLOSED**. The status of the support ticket is **OPEN** when it is first submitted. If the user submits another response to a **CLOSED** ticket, it's status automatically changes back to **OPEN**. In some cases where the Support Engineers requests for more information from the user, the ticket status converts to **ON HOLD**. SLA (Service Level Agreement – the level of support service) time is automatically stopped during **ON HOLD (Waiting for Customer)** status. If the Support Engineer needs to assign the ticket to another Support Engineer or his/her Support Manager, the ticket status is raised to **ESCALATED**. The life-cycle continues until the ticket is **CLOSED**. A support ticket may be closed with the following results;

1. A Support Engineer may change the status of the Support Ticket to **CLOSED** if he or she is satisfied with the answer. However, the user may reply back on the same thread and change the ticket status back to **OPEN** if he or she is not satisfied with the provided solution. If the solution does not solve the problem, user may reply back and change the ticket status back to **OPEN**.
2. If the Support Ticket is **OPEN** for a very long period of time and the user does not update the status for any reason, then the ticket automatically changes back to **CLOSED** due to timeout.
3. The user may set ticket status to **CLOSED** if the provided answer solves the issue.



To view your previous tickets and to manage your profile, you can click **My Area** section which is located at the top menu of the main page. In this section, you can view your **OPEN**, **EXCALATED** or **CLOSED** tickets and make new comments and replies on these tickets. The ticket status of replied tickets automatically changed back to **OPEN**. Added comments won't change the status of your support tickets.



**Knowledgebase**  
Browse through our collection of articles to find answers to your questions.



**Community Forums**  
Connect with our community of users to find answers.



**Submit a Ticket**  
Create a support ticket to get help from our support engineers.



**My Area**  
View your previous tickets and manage your profile.

Welcome to PROTA

## CUSTOMER COMMUNITY

We're Here to Help



**Tickets**

Profile

Open   On Hold   Closed
🔍

|                                                                               |                                                                                                   |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <p>#1450 Test Ticket 11</p> <p>👤 · Prota Support · ⌚ 10 May 2019 10:26 PM</p> | <p>Open </p>   |
| <p>#1449 Test Ticket 10</p> <p>👤 · Prota Support · ⌚ 10 May 2019 10:24 PM</p> | <p>Open </p>  |
| <p>#1448 Test Ticket 9</p> <p>👤 · Prota Support · ⌚ 10 May 2019 10:15 PM</p>  | <p>Open </p> |



## Thank You...

Thank you for choosing ProtaStructure Suite product family.

It is our top priority to make your experience excellent with our software technology solutions.

Should you have any technical support requests or questions, please do not hesitate to contact us at all times through [globalsupport@protasoftware.com](mailto:globalsupport@protasoftware.com) and [asiasupport@protasoftware.com](mailto:asiasupport@protasoftware.com)

Our dedicated online support center together with our responsive technical support team are available to help you get the most out of Prota's technology solutions.

The Prota Team

