



Support Tickets

This article will outline how to submit a [support ticket](#) and information that would help expedite the issue.

The support request form is used to communicate with our support team for any product queries, errors, and issues.

Please remember that any [custom changes](#), [upgrades](#), or [user license](#) updates require different request types. This approach helps ensure that your queries or issues are resolved as quickly as possible.

Submitting your ticket

When submitting an upgrade ticket, you will be asked to enter the following information to help specify the issue and speed up the troubleshooting time:

A screenshot of a web-based form titled "Submit Support Ticket" within the "InfoCapture" system. The breadcrumb trail shows "InfoCapture / Support Tickets / Submit Support Ticket". The form includes a navigation bar with "Ticket", "Jump", and "Switch to Support Tickets" options. A note indicates that required fields are marked with an asterisk. The form fields include: "Select Priority*" (a dropdown menu), a note about SLA documentation, "Impacted users*" (a dropdown menu), a text field for "Please specify affected users or groups", "Issue Type" (radio buttons for Application Issue, Server issue, Related to existing custom work, and New Discover user request or update required to current), "Summary*" (a text field), "URL*" (a text field), and "Details*" (a large text area). There is also an unchecked checkbox for "Additional Notification Recipients". At the bottom, there are three buttons: "Submit", "Discard", and "Save draft".

Priority

Select the priority level of the issue:

- **P4:** Question or request for assistance on product functionality
- **P3:** Minor impact on production site/staging or testing site issue
- **P2:** Production site is partially broken / impact on major functionality
- **P1:** Critical production issue (production site unavailable)

We ask that you follow the priority descriptions as this will only slow down our issue-solving processes if it is not followed.

Impacted users

Select the users impacted by the issue:

- **Individual User:** Individual user affected by the reported issue
- **Group of users:** Group of users (i.e. certain People group) affected by the reported issue
- **All users:** All users within the intranet affected by the reported issue

Issue Type

- **Application issue:** For an application issue (i.e. People application), specify further which application is affected and what task this relates to
- **Server issue:** For a server issue that brings down the site or causes errors, specify the error and any details to replicate the issue
- **Related to existing custom work:** For existing custom work we have previously developed, provide the details of the custom module and its expected functionality
- **New Discover user request:** For a new Discover account or an update to an existing account, provide the full name & email address of the user

Summary, URL and Details

Provide as much detail as possible to help us replicate the issue you are experiencing. If you can, include any relevant screenshots or recordings to help us identify the problem. This will assist our team in replicating the issue and allow our developers to work on a solution more efficiently.

Additional Notification Recipients

Add up to 3 email addresses if you wish for others on your team to be notified about changes in the ticket.

Submitting tickets for InfoCapture issues

When submitting issues for InfoCapture (IC) tickets, please include the following information in your original submission, it will help us investigate the issue quicker and reduce initial back and forth:

Urgency

Use the 'Priority' field when submitting the ticket and tell us in the ticket what impact this issue is having based on how critical this IC project is to your business processes.

Issue details

Explain in detail the current behaviour vs. the expected behaviour of the project. Also, include any ticket examples and details of the affected users. If you can, include any relevant screenshots or recordings to help us identify the problem.

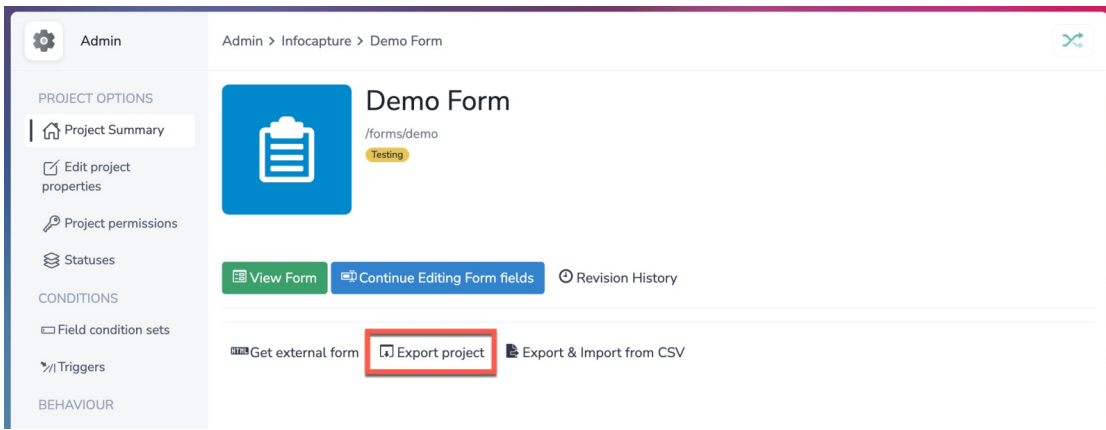
As your internal IC projects are managed solely by your admin team, any supporting information will help our team get a better understanding of the issue and assist efficiently.

Changes

Outline any recent changes that have been made to the project. For example, new Automatic changes or updates to Trigger configurations.

Export of the project

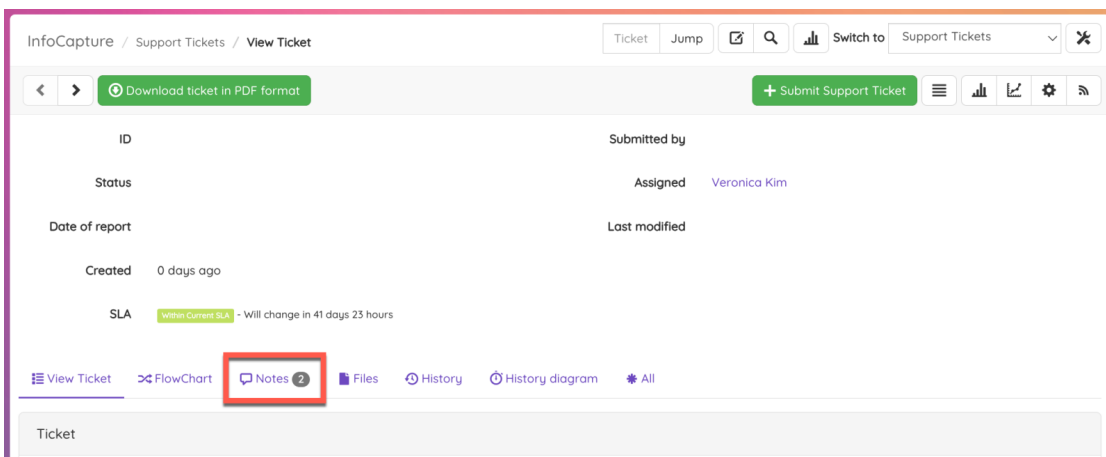
Attach an export of the affected IC project. This will allow us to test the form freely without impacting your Live site.



Please note: We appreciate some IC projects contain sensitive/personal information, it is not necessary to include tickets in the project export


Communicating with us on the ticket

Our team will always respond in the 'Notes' tab of the ticket:



You will receive an email (to the address associated with your Discover profile) about any notes added or general updates to the ticket, an example is shown below.

SUPPORT TICKET UPDATED: When the document below is opened it gives a system error Inbox x  

 noreply@discover.claromentis.com
to me ▾

14:49 (0 minutes ago) ☆ ↶ ⋮

Dear Customer,

A NOTE has been added to this issue.

Ticket ID:

Status: Submitted

Summary: When the document below is opened it gives a system error

Login to Discover to add a response to the ticket: <https://discover.claromentis.com/forms/tickets/view>

Latest note

Hannah Door

Hello there,

Thank you for your ticket submission.

I have replicated the same error on your site and will consult our developers further about this.

An update will be here asap.

Kind regards,
Hannah

Please do not reply to this email, as it will not be received by Claromentis staff - follow the link above to login to Discover and add your note to the ticket.

Thank you, Claromentis Support Team

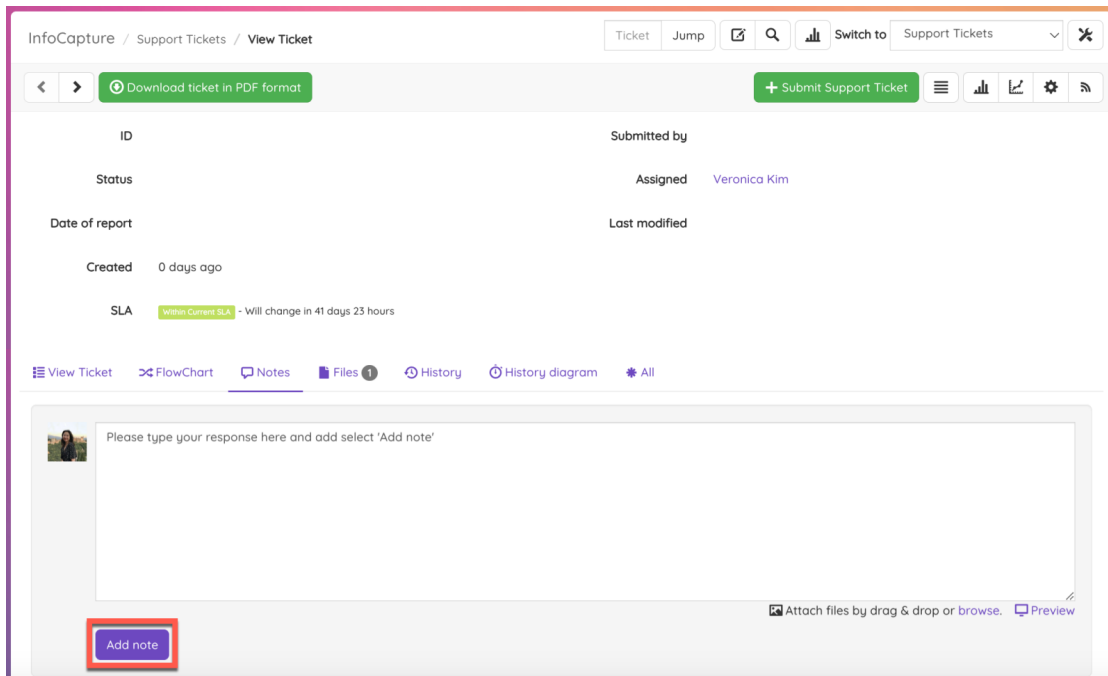
discover.claromentis.com

↶ Reply

↷ Forward

⚠ You cannot reply to Discover notes via email - you must log in to Discover to add your responses . All emails will include a link to the ticket that will prompt login to make this as seamless as possible.

Head to the ticket to type and save your message:



The screenshot shows the 'View Ticket' page in the InfoCapture system. At the top, there are navigation options like 'Ticket', 'Jump', and 'Switch to Support Tickets'. Below this, there are buttons for 'Download ticket in PDF format' and '+ Submit Support Ticket'. The ticket details section includes fields for ID, Status (Assigned), Submitted by (Veronica Kim), Date of report, Created (0 days ago), and SLA (Within Current SLA - Will change in 41 days 23 hours). A navigation bar at the bottom of the details section includes 'View Ticket', 'FlowChart', 'Notes', 'Files 1', 'History', 'History diagram', and 'All'. The main content area features a large text input field with the placeholder text 'Please type your response here and add select 'Add note''. Below the input field is an 'Add note' button, which is highlighted with a red box in the image. At the bottom right of the input area, there is an option to 'Attach files by drag & drop or browse' and a 'Preview' button.

Once your note is saved, change the status of the ticket to show you have passed it back to the Claromentis representative (i.e. Pending Customer Support).

Please note: If you need to attach a screenshot or other document to the ticket, click on the 'Files' tab to use the upload feature along with a note. A note is required for our team to be notified of the ticket update.

Created on 5 September 2019 by Mhairi Hutton
Tags: [help](#), [support tickets](#), [discover](#), [helpdesk](#)