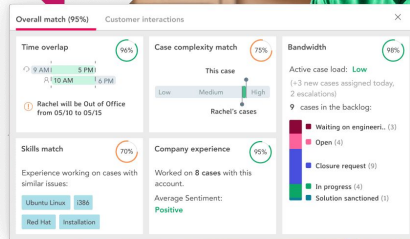


SupportLogic

Working Effectively With Support



Includes

- Support Best Practices
 - Search the Knowledge Base
 - Ask the Community
 - Attend Customer Office Hours
 - Engage with our E-Learning Academy
(*digital experience*)
 - Submit a Ticket
- 5 Tips for Successful Resolution

Access to Knowledge

We have enabled multiple channels of engagement



Search the [Knowledge Base](#)

Find answers fast, search the knowledge base for a solution



Ask the [Community](#)

Visit the SupportLogic community and seek answers from our product experts and other experience leaders



Attend our [Customer Office Hours](#)

SupportLogic product experts will deep dive into specific workflows or product capabilities.



Engage in our Digital [E-Learning Academy](#)

Our E-Learning Hub offers a digital experience to accompany our Instructor-led education sessions



Submit a [Ticket](#)

Unable to locate a solution? Submit a ticket to our support team



SupportLogic

Search the Knowledge Base

Find answers fast, search the knowledge base for a solution



[Support Portal](#) – This valuable resource includes

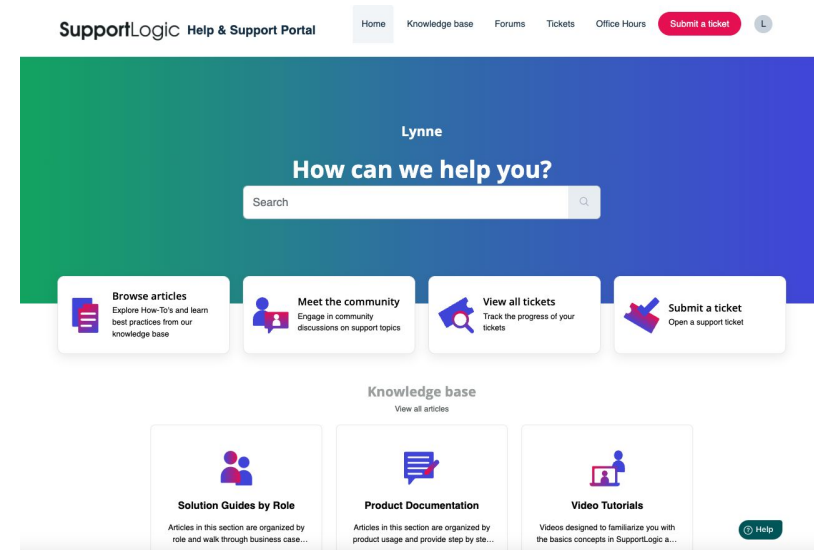
[knowledge-based articles](#)

[product guides](#)

[role-based learning modules](#)

[training videos](#)

Be sure to use this portal to search for solutions to your issues before submitting a support case.



Ask the Community

Visit the SupportLogic community and seek answers from our product experts and other experience leaders



Community – You can interact with other Support Experience Leaders and SupportLogic product experts on best practices through the community.

This is a great way to learn from others who may have had similar experiences.

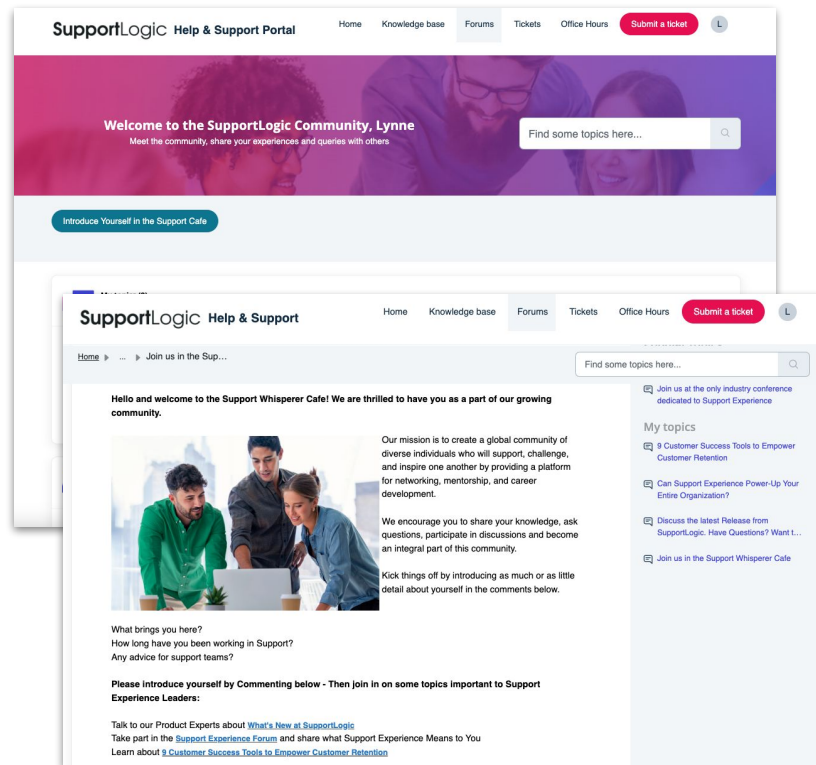
It provides the opportunity for:

Collaboration

Sharing Experiences

Sharing Knowledge

Sharing News and Announcements



Attend our Customer Office Hours

SupportLogic product experts will deep dive into a specific workflow or product capability.



Each month we will have a primary focus (*shared with you by email, Support Whisperer Newsletter, and in-app*) where SupportLogic product experts will deep dive into a specific workflow or product capability.

Each session will be accessible on demand via the [Customer Portal Video Channel](#) following the live webcast.

In each session you can expect the following:
A deep dive into a specific capability or workflow led by product experts

Open forum Q&A where you will have the ability to submit questions during and prior to the session.



Please [register here](#) for all upcoming Office Hours

Engage in our SupportLogic E-Learning Academy

This is our digital experience that accompanies our Instructor-led sessions.



1. SupportLogic Core for Administrators:

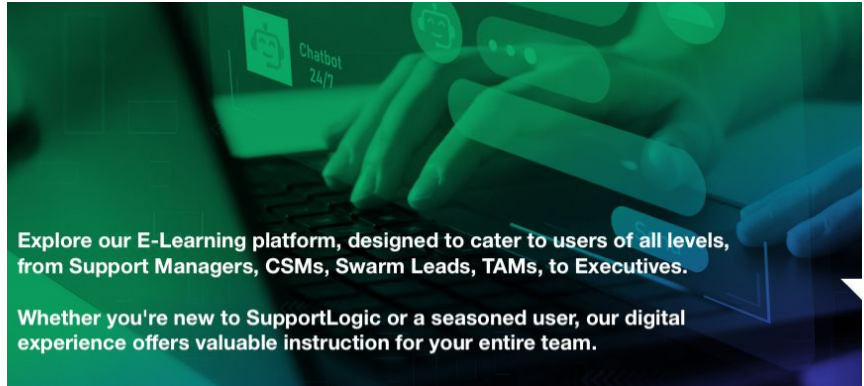
This session is dedicated to administrators and covers essential administrative functions for managing a SupportLogic instance.

2. SupportLogic Pre-configuration for End Users:

This session covers configuring virtual teams, setting up global filters, configuring backlog lists, settings up My Agents, identifying additional use cases, and equipping end users with the necessary skills to navigate and utilize SupportLogic efficiently.

3. SupportLogic Core for Support Managers & End Users:

This session will help organizations with the knowledge and skills to maximize the benefits of SupportLogic. With efficient configuration, streamlined processes, and enhanced user proficiency, organizations can optimize support operations, improve customer satisfaction, and drive overall business success.



Please reach out to your dedicated Customer Success Manager to receive your E-Learning Session. You can also reach out to support@supportlogic.io.

Submit a Ticket

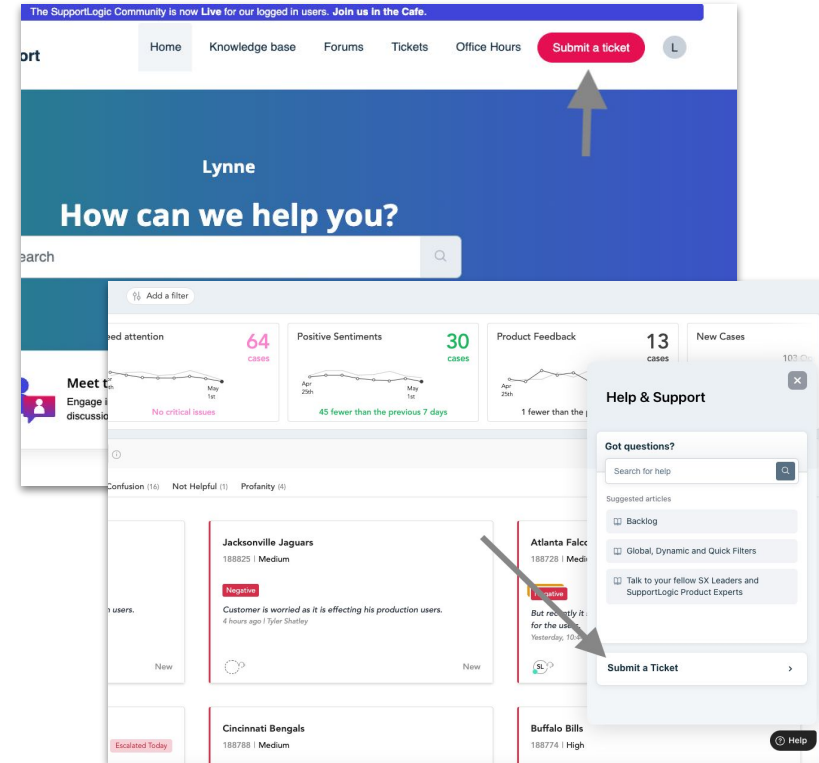
If you are unable to find a solution in the Support Portal or community, you can submit a case.



Submit a case – If you are unable to find a solution in the Support Portal or community, you can submit a case through the in-app help widget, Support Portal or by emailing us at support@supportlogic.io with all required details..

To log a quality case:

Be sure to provide detailed information about the issue you are experiencing, including any steps you have already taken to resolve it. Providing screenshots, video recording or error messages can also be helpful.



Proactive Opportunity

Have your information ready before you Submit a Ticket

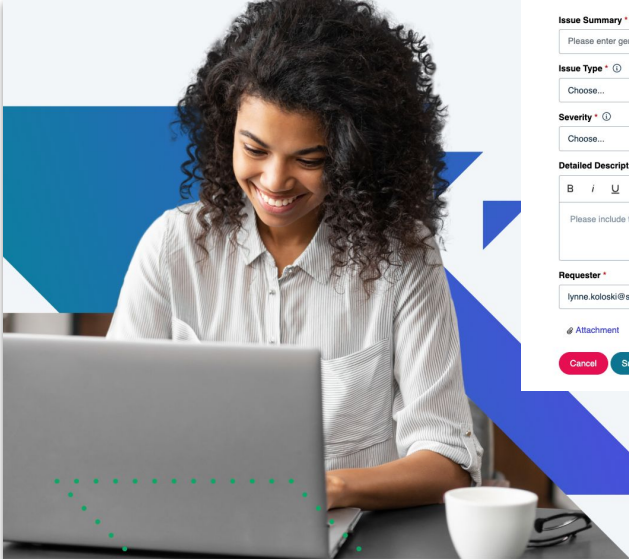
Issue Summary

Issue Type

Severity/Business impact

Detailed Description of the Issue

Files to attach(Screenshots, Screen recording)



The image shows a woman with dark curly hair, wearing a light-colored button-down shirt, sitting at a desk and smiling while looking at a laptop. A white coffee cup and a pair of glasses are on the desk. Overlaid on the right side of the image is a SupportLogic ticket submission form. The form has a light blue header and contains the following fields and elements:

- Issue Summary *** (required): A text input field with a placeholder "Please enter general details about the issue you are experiencing."
- Issue Type *** (required): A dropdown menu with "Choose..." selected.
- Severity *** (required): A dropdown menu with "Choose..." selected.
- Detailed Description of the Issue *** (required): A text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, indent, outdent, image, video, code) and a placeholder "Please include the action just prior to encountering the issue. You can include a screen capture using the Attachment link ...".
- Requester *** (required): A text input field containing the email address "lynn.koloski@supportlogic.io".
- Attachment**: A link to attach files.
- Buttons**: "Cancel" (red) and "Submit" (green).

A Well Formed Ticket Submission

Include the Issue Summary, Issue Type and Detailed Description of the Problem

SupportLogic Help & Support Home Knowledge base Forums Tickets Office Hours [Submit a ticket](#)

Issue Summary * ⓘ
Please enter general details about the issue you are experiencing.

Issue Type * ⓘ
Choose...
I have encountered a problem

Severity * ⓘ
Choose...
I have a question
I want to set up a new feature/module, or make a configuration change to an existing feature/module

Detailed Description * ⓘ
I have a feature request
I have a documentation request

Please include the action just prior to encountering the issue. You can include a screen capture using the Attachment link ...

Requester *
lynne.koloski@supportlogic.io

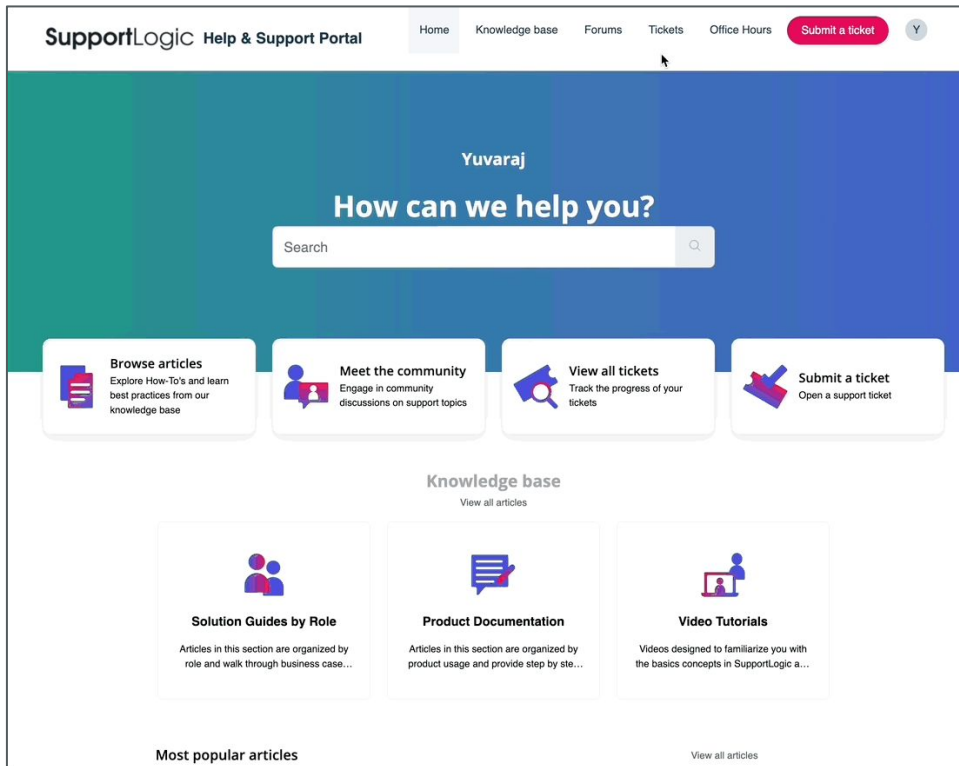
[Attachment](#)

[Cancel](#) [Submit](#)

Case Type	Description
I have a question	These are general inquiries, questions on product, how to, where is..etc Eg: <ul style="list-style-type: none">How to add users to SupportLogic?Where can I see SLA metrics?
I have encountered a Problem	These are bugs/defects cases where a feature or workflow is broken or doesn't work as per the design. Eg: <ul style="list-style-type: none">UI not loadingUnable to assign casesUnable to share cases, post comments from SupportLogic
I want to set up a new feature/module or make a configuration change to an existing feature or module	Cases which requires help with setting up a new feature, configuring/modifying existing feature or module. Eg: <ul style="list-style-type: none">Enabling Case AssignmentConfiguring/updating SSOAdd/Remove fields in SupportLogic
I have a documentation request	Any request related to Knowledge Base/Solution Articles.

Querying your Support Cases

Know where to look for your list of submitted cases and their current progress



Options	Description
All Tickets	Shows all the tickets submitted with SupportLogic Support
Open or Pending	Shows all unresolved tickets with SupportLogic Support.
Resolved or Closed	Shows the list of resolved or closed tickets with SupportLogic Support
Sort By	Sort tickets based on created date&time, Last modified, status, Ascending & Descending
Export Tickets	Use "Export" option to download the ticket details as a CSV for offline projects.

Details on Severity/Business Impact

The Severity Level represents the Business Impact

Severity

Critical- 1:	There is a critical impact to your business, or the product is completely inoperative with no alternatives available
Moderate - 2:	There is a major impact to your business, and key portions of the product are unusable with no reasonable way to circumvent the issue
Moderate - 3:	There is an impact to your business, but your business continues to function
Minor - 4:	There is minimal impact to your business activity, indicating a minor issue or configuration change is required

Support Hours and Response Time Targets

Service Terms

Support Hours: The SupportLogic Support hours are weekdays, 7:00 am through 5:00 pm Pacific time, excluding Federal Holidays ("Support Hours"). Customers may initiate a support ticket with the in-app help widget, [Support Portal](#), or by emailing support@supportlogic.io anytime or during Support Hours. The company will begin processing support tickets during the Support Hours they are received. For example, if a ticket is received at 3 pm on a Friday, SupportLogic Support for such a ticket will begin at that time. If a ticket is received at 10 am on a Saturday, SupportLogic Support for such a ticket will start on Monday at 7 am Pacific Time.

Company's response to any validly submitted ticket ("Incident") shall be as follows:

Table 1: SupportLogic Support Definitions and Response Time Targets

Severity	Description	Response Time
Critical- 1:	There is a critical impact to your business, or the product is completely inoperative with no alternatives available	(2 business hours)
Major - 2:	There is a major impact to your business, and key portions of the product are unusable with no reasonable way to circumvent the issue	(4 business hours)
Moderate - 3:	There is an impact to your business, but your business continues to function	(8 business hours)
Minor - 4:	There is minimal impact to your business activity, indicating a minor issue or configuration change is required	(2 business days)

Support Ticket Best Practices

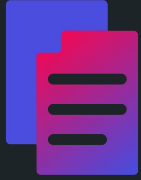
5 Tips for Successful Support Ticket Resolution

1. **Set the right Severity**
2. **Add Screenshots, Screen recording, Steps to Reproduce**
3. **Review Support Response and Update**
4. **Validate and confirm the Resolution**
5. **Help reviewing your cases and close if it auto resolves**



Thank You!

support.supportlogic.com/support/home



Searching for information – Start here

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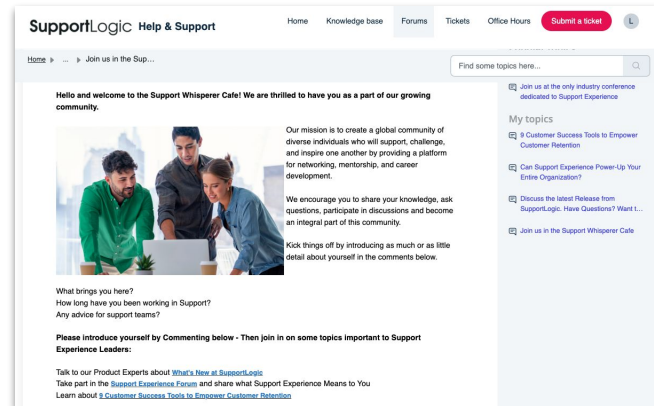
Utilizing our product experts and your peers

SupportLogic Support Community

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It provides the opportunity for:

- Collaboration
- Sharing Experiences
- Sharing Knowledge
- Sharing News and Announcements





Submitting a Ticket to Support

Submitting a Ticket to Support

If you are unable to find a solution in the Support Portal or Community, you can submit a case through the in-app help widget, Support Portal or by emailing us at support@supportlogic.io with all required details..

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Be sure to provide detailed information about the issue you are experiencing, including any steps you have already taken to resolve it. Providing screenshots, video recording or error messages can also be helpful.

