SPHERE
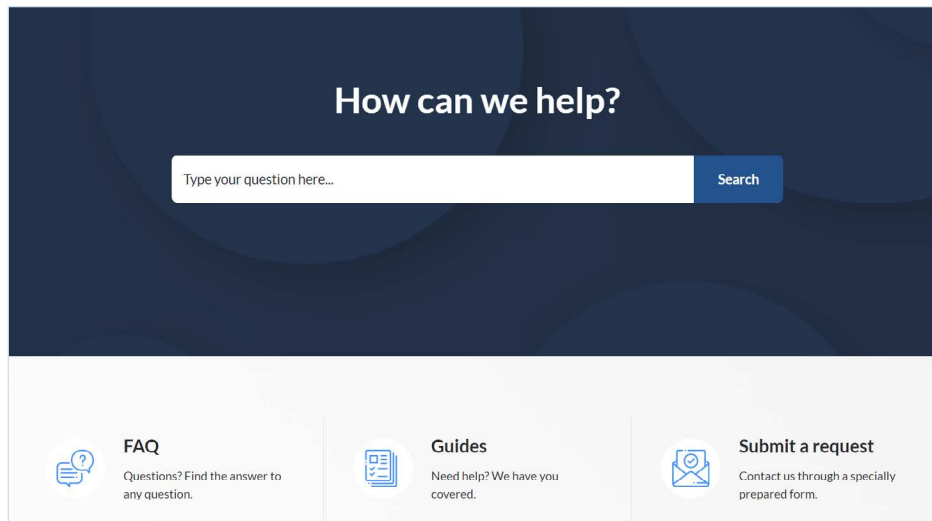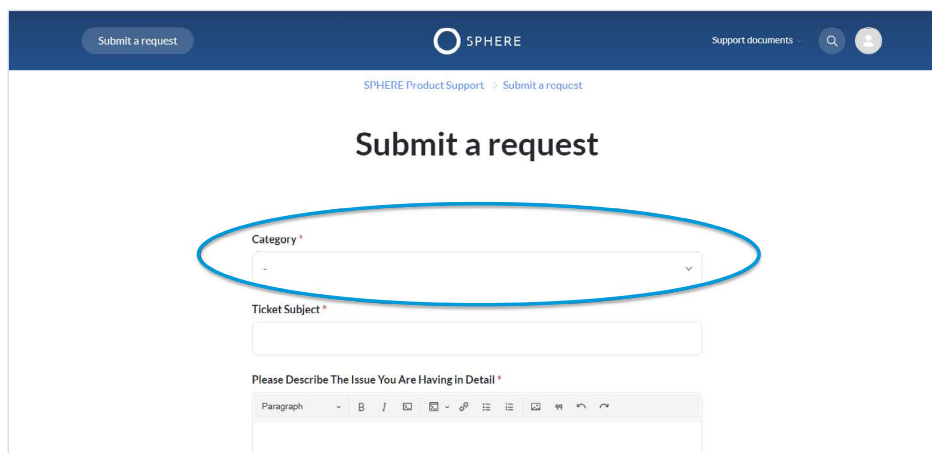
This section outlines the aspects and nuances of reaching out to SPHERE Product Support for assistance. In order to create a ticket, you could use our web form that can be found at https://support.sphereco.com

As part of the landing page, a user will have to sign in to access Knowledge base documents as well as submitting a request. You will need to be a registered user in order to create a support request. If you are a customer and need to enroll to submit a request, please feel free to reach out to your assigned CSM (Customer Success Manager).

Once you sign in, and click on "Submit a request", the Product Support web form will open and display as below.

The first critical aspect of creating a ticket is to select the right category. Under category, you will need to select one of the options from the drop down menu:

1. Product issue: This category is used for needing any assistance installing, configuring or troubleshooting an issue with SPHEREboard.

2. Feature Request: This category is used to request any Enhancement in the product to improve or build new features and assist customers achieve their used cases easily and efficiently.

3. General questions: This category is used to ask any general questions about the product or request for information about SPHEREboard.

Please note that the category should first be selected since this will open up the necessary fields for each of the category. Please see the required fields for each of the categories.

Version of SPHEREboard used

One sentence describing issue reported

Details of the issue reported with screenshots or any additional information needed to triage issue

Impacted components will help to route to specialized Engineers who can quickly identity and potentially resolve the issue

Best practice is to first implement in lower environment, test them and promote to production

What steps were taken to do initial troubleshooting? This is important to ensure that we accelerate identifying and solving the issue

Please to attach any screenshots or log files

The next category would be Feature Request. The below screenshot reflects the list of fields that would be needed to create a request in this category.

For General questions, the form is a simple form as below: