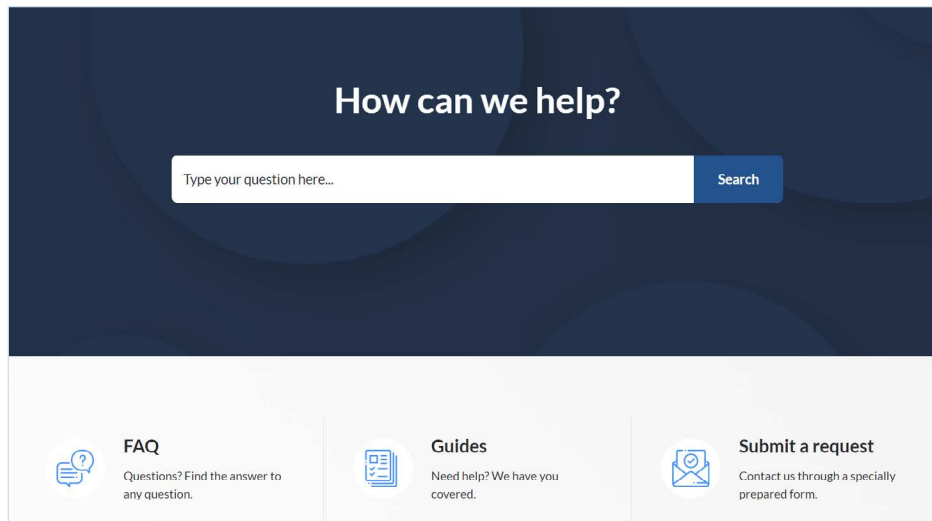


TICKET CREATION FOR PRODUCT SUPPORT

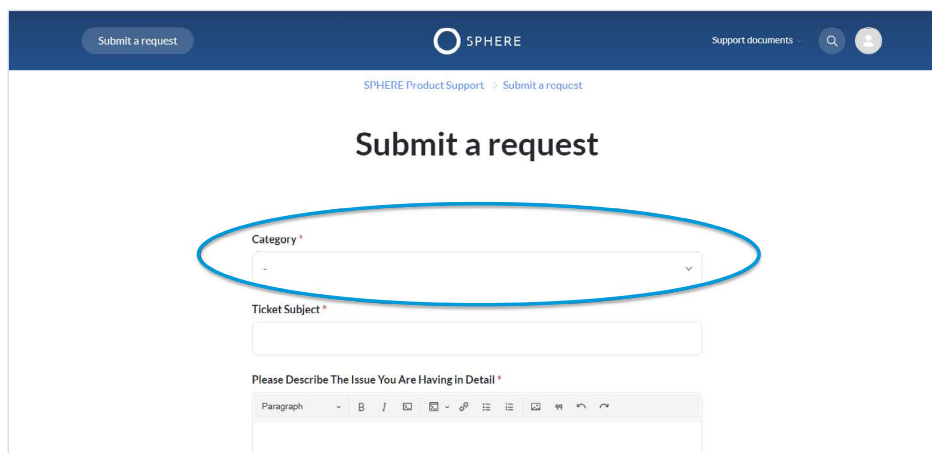
This section outlines the aspects and nuances of reaching out to SPHERE Product Support for assistance. In order to create a ticket, you could use our web form that can be found at <https://support.sphereco.com>



The screenshot shows the SPHERE support landing page. At the top, it says "How can we help?". Below this is a search bar with the placeholder text "Type your question here..." and a "Search" button. At the bottom, there are three main sections: "FAQ" with a question mark icon and the text "Questions? Find the answer to any question.", "Guides" with a document icon and the text "Need help? We have you covered.", and "Submit a request" with an envelope icon and the text "Contact us through a specially prepared form."

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 screenshot shows the "Submit a request" form. At the top, there is a "Submit a request" button and the SPHERE logo. Below the logo, it says "SPHERE Product Support > Submit a request". The main heading is "Submit a request". Below this, there is a "Category" dropdown menu, which is circled in blue. Below the dropdown is a "Ticket Subject" text field. At the bottom, there is a "Please Describe The Issue You Are Having In Detail" section with a rich text editor.

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.

The screenshot shows the 'Submit a request' form in the SPHERE Product Support interface. The form includes the following fields and annotations:

- Category ***: A dropdown menu with 'Product issue' selected. *Annotation: One sentence describing issue reported*
- SPHEREboard version ***: A dropdown menu with '-' selected. *Annotation: Version of SPHEREboard used*
- Urgency ***: A dropdown menu with 'Low' selected.
- Ticket Subject ***: A text input field.
- Please Describe The Issue You Are Having In Detail ***: A rich text editor with a 'Paragraph' button and various formatting options. *Annotation: Details of the issue reported with screenshots or any additional information needed to triage issue*
- Impacted component ***: A dropdown menu.
- Environment ***: A dropdown menu with '-' selected.
- Was this working before? ***: A dropdown menu with '-' selected.
- Initial Troubleshooting done as per Triage ***: A text input field. *Annotation: What steps were taken to do initial troubleshooting? This is important to ensure that we accelerate identifying and solving the issue*
- Attachments**: A section with a button 'Add file or drop files here'. *Annotation: Please to attach any screenshots or log files*
- Submit**: A blue button at the bottom.

Additional annotations on the left side of the form:

- Best practice is to first implement in lower environment, test them and promote to production* (pointing to the Environment field)
- Impacted components will help to route to specialized Engineers who can quickly identify and potentially resolve the issue* (pointing to the Impacted component field)

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.

The screenshot shows the 'Submit a request' form for the 'Feature Request' category. The form is titled 'Submit a request' and includes the following fields:

- Category ***: A dropdown menu with 'Feature Request' selected.
- SPHEREboard version ***: A dropdown menu with '-' selected.
- Ticket Subject ***: A text input field.
- Please Describe The Issue You Are Having In Detail ***: A rich text editor with a toolbar and a text area.
- Impacted component ***: A dropdown menu.
- Initial Troubleshooting done as per Triage**: A text input field.
- Attachments**: A section with a button that says 'Add file or drop files here'.
- Submit**: A blue button at the bottom.

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

The screenshot shows the 'Submit a request' form for the 'General questions' category. The form is titled 'Submit a request' and includes the following fields:

- Category ***: A dropdown menu with 'General questions' selected.
- Ticket Subject ***: A text input field.
- Please Describe The Issue You Are Having In Detail ***: A rich text editor with a toolbar and a text area.
- Impacted component ***: A dropdown menu.
- Attachments**: A section with a button that says 'Add file or drop files here'.
- Submit**: A blue button at the bottom.