



# Support Portal

SYMBIO

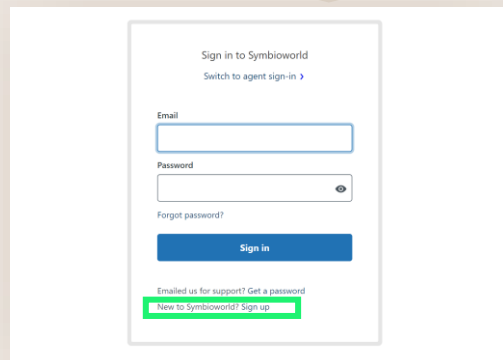
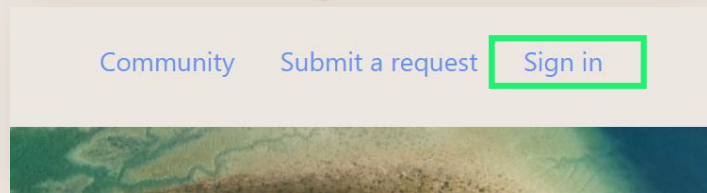
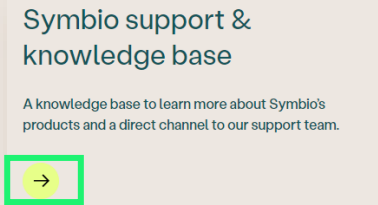
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# Quick Reference

## STEP 1

### Register

Open this [link](#), scroll down to Links and click on the button:



## STEP 2

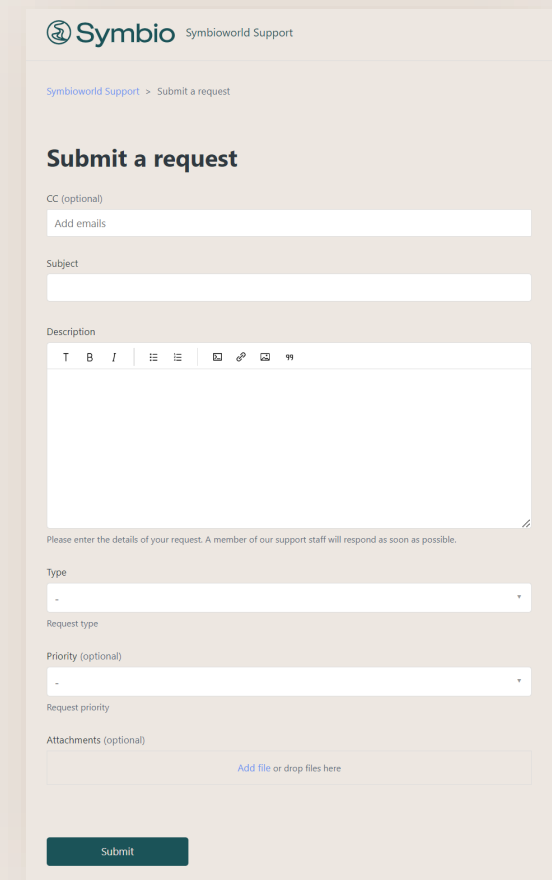
### Submit a request



Click on the button "Submit request" in the upper right corner

## STEP 3

### Submit a request

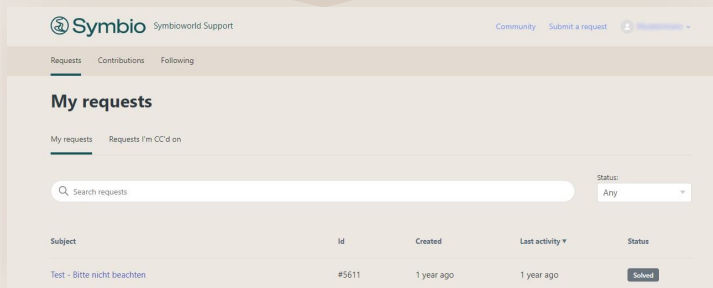
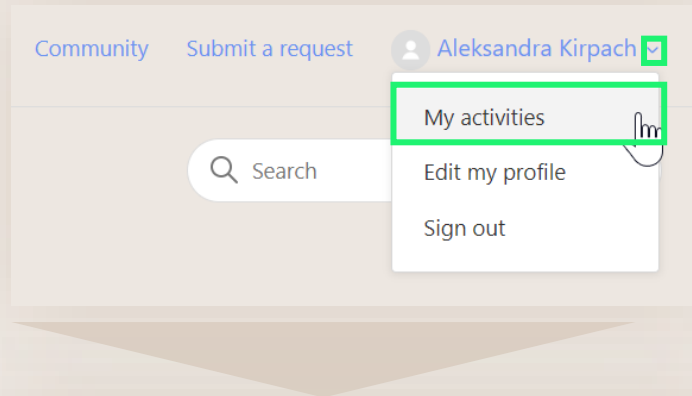


Fill in the corresponding fields

# Quick Reference

## STEP 4

### Track Activities



Under the menu item "My activities" you can view the current status of your tickets at any time.

You can see all requests where you have been set to CC.

## STEP 5

### Formulate a request

In order to start the processing process as soon as possible, we would like to ask you to provide us with as much information as possible already at the first request ([see page 9](#)).

Please also include attachments or data with your request ([see page 9](#)).

Tip: If possible, please define a responsible person in your company who coordinates and monitors the requests on behalf of all colleagues.

## STEP 6

### Assign Priorities

Please indicate the priority of your request:

- Low
- Normal
- High
- Urgent

See [page 11](#) for definitions.

### Helpful Hints

See [page 12](#)

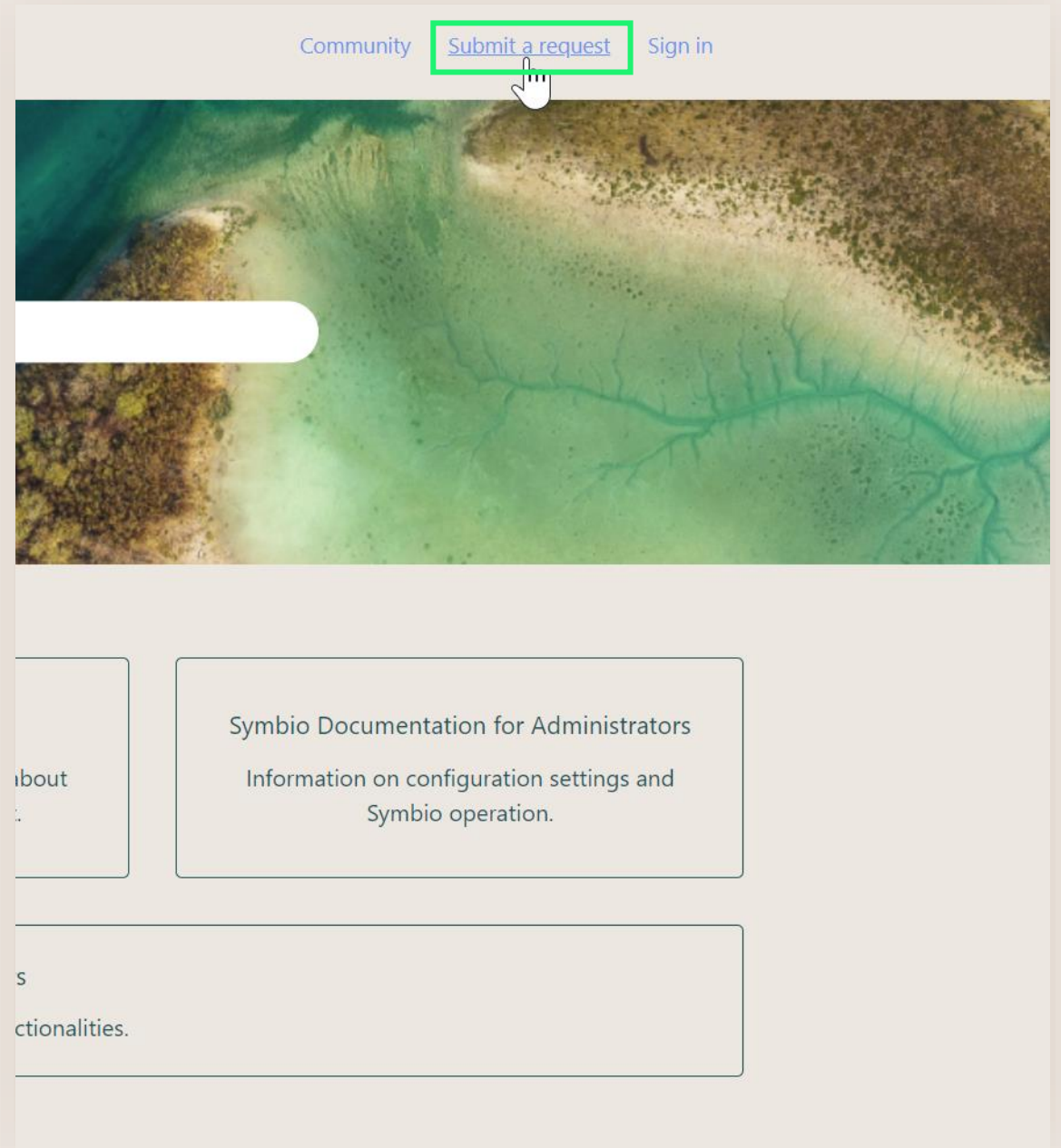
# Symbio Support Portal Login

1. Call up this link: [Symbioworld Support](#)
2. Click on “Sign in” (1)
3. If first visit: Register by clicking on “Sign up” (2)
4. Already have Access data: Sign in (3)

The screenshot shows the Symbio Support Portal login interface. At the top, there are navigation links: "Community", "Submit a request", and "Sign in". The "Sign in" link is highlighted with a green box and a circled "1". Below the navigation is a decorative banner with a green and blue abstract pattern. The main content area is a white box containing the login form. The form has the heading "Sign in to Symbioworld" and a link "Switch to agent sign-in >". The form fields are "Email" and "Password". The "Email" field is highlighted with a green box. The "Password" field is highlighted with a green box and a circled "3". Below the password field is a link "Forgot password?". At the bottom of the form is a blue "Sign in" button. Below the form is a link "New to Symbioworld? Sign up" which is highlighted with a green box and a circled "2".

# Open request form

1. Call up this link: [Symbioworld Support](#)
2. Click on the button "Submit a request" in the upper right corner



# Submitting your first request

- Please enter your **e-mail address** and the **subject**
- **Describe** the incident as precisely as possible ([see page 9](#))
- Select the **type** of request:
  - **Question:** You have a question about the system
  - **Incident:** Incidents are cross ticket problems like multiple tickets of the same case
  - **Problem:** Problem, error, error message etc.
  - **Task:** Request, suggestion for improvement etc.
- You can assign a low, normal, high or urgent **priority** to your request ([see page 10](#))
- After you have submitted a request for the first time, you will **receive an e-mail with an access link**
- Please follow the link to create a **password and log in**

## Submit a request

CC (optional)

Add emails

Subject

Description

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Please enter the details of your request. A member of our support staff will respond as soon as possible.

Type

-

Request type

Priority (optional)

-

Request priority

Attachments (optional)

[Add file](#) or drop files here

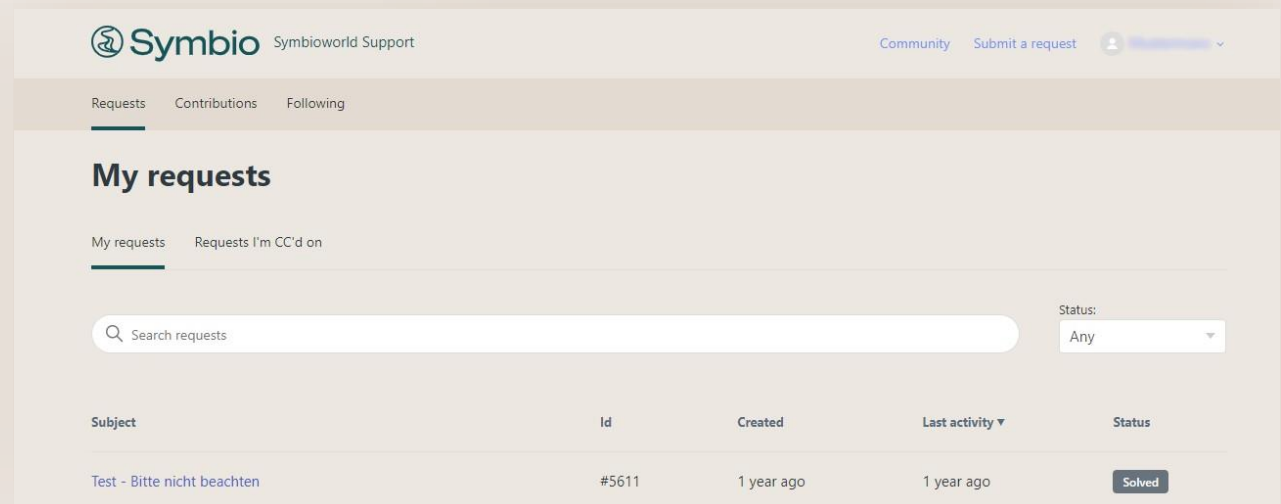
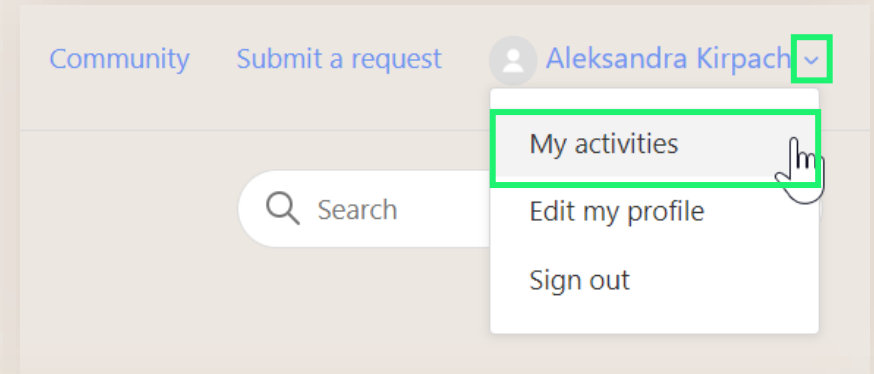
Submit

# Tracking activities in the support portal

After registration & login you will reach your personal support page

Under the menu item **My Activities** you can view the current status of your tickets at any time

You can see all requests where you have been set to CC





# Formulating a request

For the processing to start as soon as possible, we would like to ask you to **provide us with as much information as possible already with your first inquiry:**

- Customer/company name
- Contact person
- Number of your Symbio version and component
- Detailed description of the request (What were you doing when this error occurred? Are there any special features?)

# Add attachments / appendices

Please also include the following attachments or data with your request:

- Screenshots of the problem (full screen, no cutouts).
- Permalink to the process, if a process is affected (or element / document etc), otherwise the corresponding path to the problem
- if there are multiple databases - in which DB does the problem occur
- Permission level of the person with the problem (e.g. author, architect, viewer etc)

**Without this information we have no way to help you.**

**TIP:** If possible, please define a responsible person in your company who coordinates and monitors the requests on behalf of all colleagues. This improves the clarity.

# Assigning priorities

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Priority	Indicates
Urgent	One or more of the supported services/ systems fail completely or in core functions and most of the users are affected by the failure.
High	One or more of the supported services/ systems fail completely or in core functions, but the function for the users is still given by the high-availability design of the system or services (example: one of several cluster nodes fails).
Normal	One/one or more of the services/systems supported fail in sub-functions. Errors occur sporadically.
Low	Processing according to agreement with the customer.

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# Helpful hints

Tickets are to be created in case of technical problems (e.g. failure of partial functions or features, data inconsistencies, etc.)

Requests that are usually further processed outside of Zendesk:

- New requirements
- Improvement suggestions
- Quality requirements with low/normal/high priority that affect all Symbio environments are added to the Quality Requirements list in a customer data-neutral manner and further processing by development is triggered. You can track the status of the ticket at any time via the link provided in your ticket.

Status variants in the Quality Requirements List:

ID	Zendesk Ticket No. (#)	State	
68	ZD #929, #2888, #998, #2190	New	Graph
13461	ZD #1951	New	Filtering: listed for
18177	ZD #2294	New	Grammar/ 'Unfallere
18264	ZD #2309, #3299	New	Overview embedded
22281	ZD #2715, #3424	Approved	Detail Content repository task. Occurs in missing in Detail Content"
23142	ZD #2788, #3366	Approved	Main process: Swimlane uses global accountable organisation Bug: Main process: Swimlane uses global accountable organisation instead of local one.

- **New:** newly recorded
- **Approved:** accepted
- **Committed:** included in current Sprint
- **Done:** done
- **Removed:** deleted

# Customer satisfaction survey

24 hours after your ticket has been solved, you will receive an automated email from us with the possibility to **rate the performance of the support employee**. This gives us the opportunity to constantly put our work to the test and to continuously adjust and improve it.

- This evaluation option is available for 48 hours after receipt, after which the ticket is closed.
- The duration of the survey is less than one minute.
- If you are not satisfied with the work of the support team, we would appreciate a short description of the "why" in the comment column, so that we can continuously improve our service.
- **Please note that the rating is about the work of the support staff and not about the product.**
- **For product-related issues**, please contact your account manager to discuss your requirements.