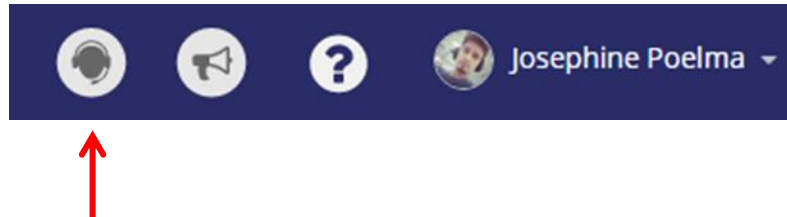


View Product Support Tickets

dash allows you to view the status of your product support tickets directly from the application. If you have administrator access, you can view submitted tickets for companies and offices that you have access to.

1. Click the **Product Support** icon from the dash toolbar at the top of the screen.



The **Support** homepage displays.

2. Click the dropdown list to select your view of open or closed tickets. You can also set a specific view as your default filter.
3. Click a **ticket number** to view the ticket.

SUPPORT INFORMATION

✉ help@abcd.com
☎ 1234567890

SUPPORT INFORMATION

WORKING HOURS (EST)
 MONDAY - FRIDAY : 8AM - 10PM
 SATURDAY : 10AM - 6PM
 SUNDAY : 10AM - 6 PM

ACTIONS

SUBMIT
Product Feedback

-- SELECT -- Set as default Filter ← 2

TICKET	CREATED ON	ENTERED FOR	AREA	ISSUE SUMMARY
100001	May 23, 2016	John Smith	Transaction	Cannot log into dash
100002	May 23, 2016	Josephine Poelma	Listing	Listing ABC expired prior to expirat
100003	May 24, 2016	John Smith	Transaction	Unable to cancel transaction 1234
100004	May 26, 2016	Josephine Poelma	Transaction	Emily Brown did not get credential
100005	May 28, 2016	John Smith	Transaction	Report subscription not working
100006	May 29, 2016	Josephine Poelma	Transaction	Cannot change web profile
100007	May 31, 2016	Josephine Poelma	Transaction	Time out error

The **Ticket Details** window displays.

Review the information, and then click **OK** to close the window.

TICKET # 12345 x

CREATED BY James Smith	CREATED ON Jan 01, 2016	ENTERED FOR James Smith
AREA Listings	STATUS Closed	RESOLVED ON Jan 01, 2016

SUMMARY
I am unable to access the Business Intelligence section of the dash application

DESCRIPTION
I am unable to access the Business Intelligence section of the dash application. When I click on the daily dash link from the menu I receive a 500 error.

ATTACHMENT
error.jpg

RESOLUTION DESCRIPTION
There was an unplanned outage this morning which was affecting the business intelligence section of dash. Please retry. We apologize for any inconvenience this has caused.

OK