Celonis Process Management

Support Portal

March 2024

Support Portal

Quick reference

STEP 1
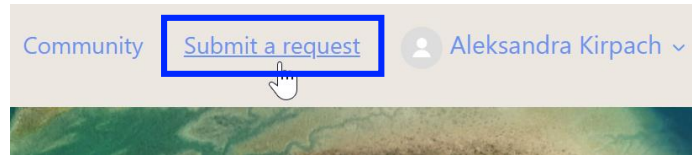### Register

Open the link to the Support Portal and sign in.
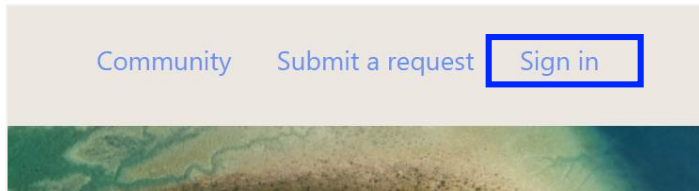
STEP 2
Submit a request

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

STEP 3
Submit a request

Fill in the corresponding fields.

Support Portal
Quick reference

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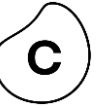
STEP 4
Track activities

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 ().

Please also include attachments or data with your request ().

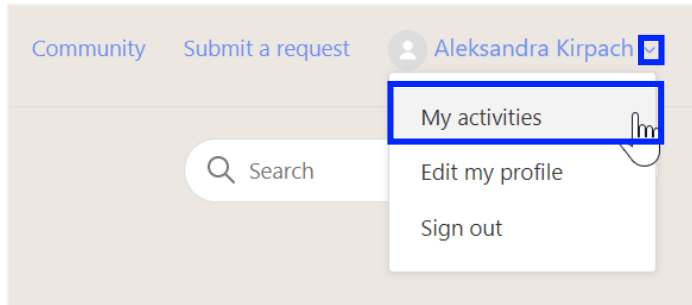Tip: If possible, please define a responsible person in your company who coordinates and monitors the requests on behalf of all colleagues.

STEP 6
Submit a request

Please indicate the priority of your request:
Low
Normal
High
Urgent
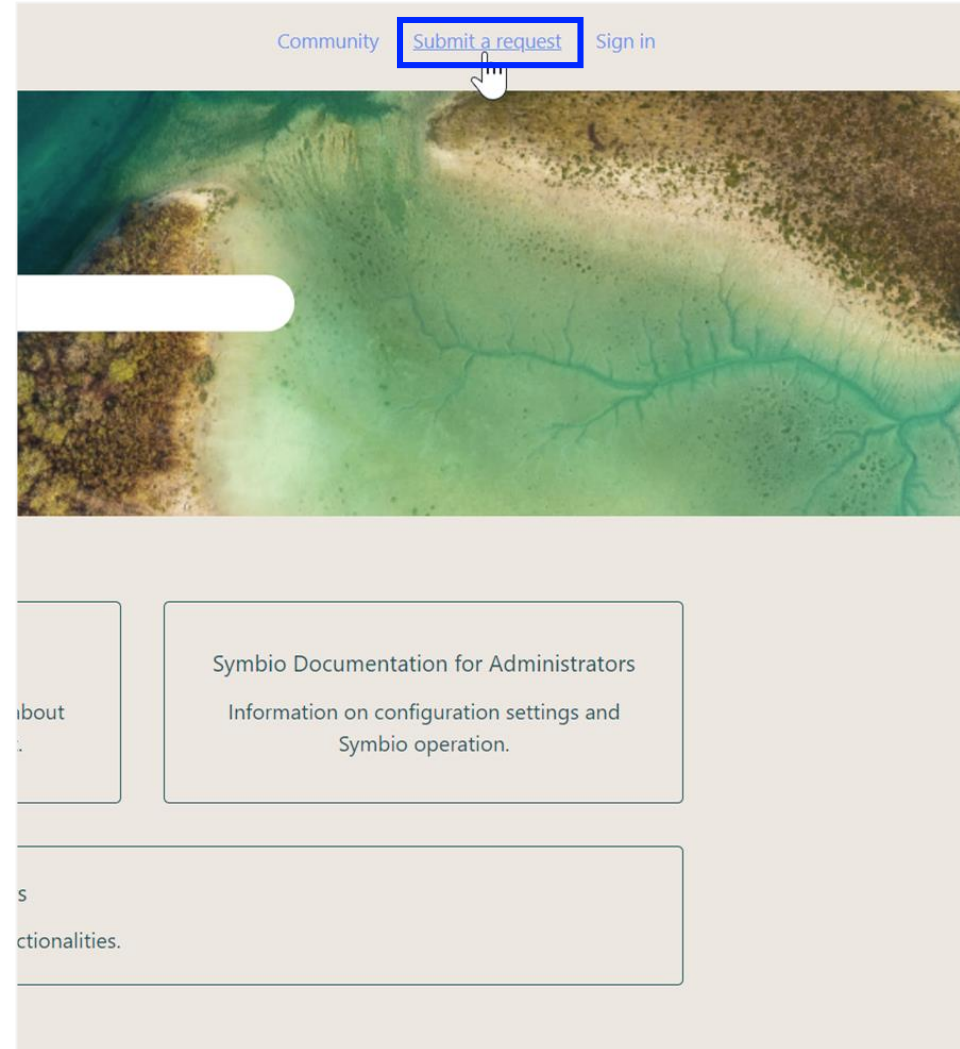
for definitions

for helpful hints

Login

1. Call up this link: Symbioworld Support

1. Click on "Sign in" (1)

1. If first visit: Register by clicking on "Sign up" (2)

1. Already have Access data: Sign in (3)

Support Portal

Open request form

1. Call up this link: [Support Portal](#)

1. 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:
  a. **Question**: You have a question about the system
  b. **Incident**: Incidents are cross ticket problems like multiple tickets of the same case
  c. **Problem**: Problem, error, error message etc.
  d. **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

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.
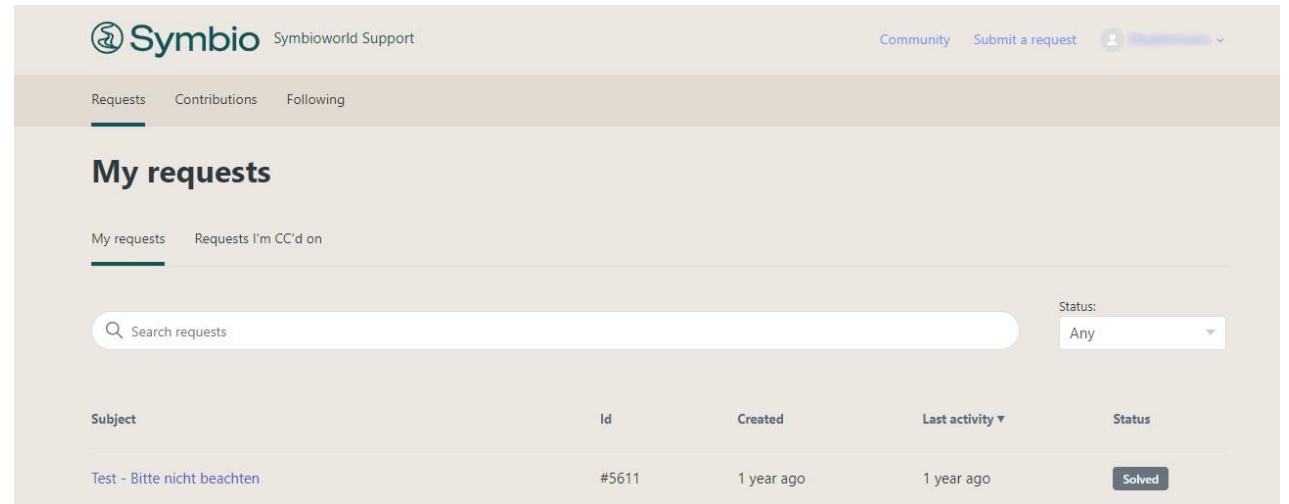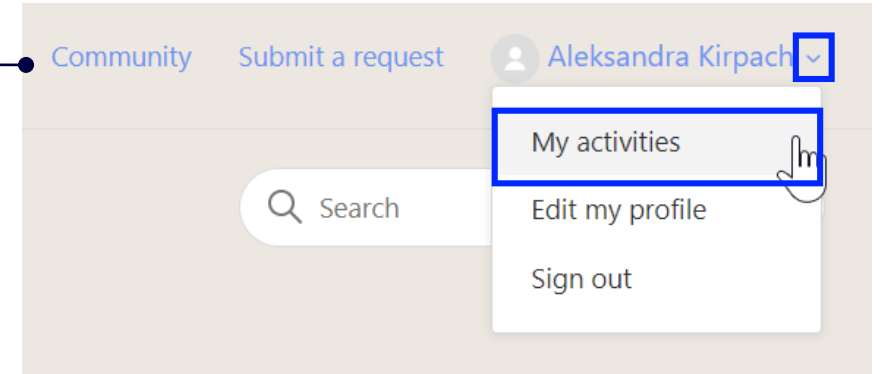
Formulating a request

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 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.

Symbio Symbioworld Support

Symbioworld Support > Anfrage einreichen

Anfrage einreichen

E-Mail Adresse

Betreff

Beschreibung

| T | B | I | | ≔ | ≔ | | ⊡ | 🔗 | ¶ |

Geben Sie Details zu Ihrer Anfrage ein. Ein Mitglied unseres Supportteams wird umgehend antworten.

Typ

-   ▾

Anfragetyp

Priorität (optional)

-   ▾

Anfragepriorität

Anhänge (optional)

Datei hinzufügen oder Dateien hier ablegen

Einreichen

Assigning priorities

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.

Support Portal
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 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 on the right.

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

ID	Zendesk Ticket No. (#)	State	Title
68	ZD #929, #2888, #998, #2190	New	Graphic layout unattractive
13461	ZD #1951	New	Filtering: Process Dependencies: Stereotypes not listed for connected items
18177	ZD #2294	New	Grammar/German: Hyphenation wrong in word 'Unfallereignis' -> 'Unfal-lerereignis'
18264	ZD #2309, #3299	New	Overview Page: Missing navigation header bar if embedded page is re-selected
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

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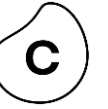
24 hours after your ticket has been solved, you will receive an automated email from us with the possibility to **rate the performance of the support employee**. This gives us the opportunity to constantly put our work to the test and to continuously adjust and improve it.

- 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.

Wie würden Sie den erhaltenen Support bewerten?

👍 Gut, ich bin zufrieden.   👎 Schlecht, ich bin unzufrieden.

Fügen Sie einen Kommentar über die Supportqualität hinzu (optional):

Aktualisieren