

Received Support Requests

~ BASIC ~

The tab holds the data entered by the user and the data with which the support provider manages the request. The fields are listed in their on-screen order.

Fields

- **{User email}** — E-mail address of the user who entered the request; in the user's form this is the **{User}** field. The  icon next to the field sends an e-mail message to that address.
- **{ZZP}** — Request number; assigned automatically on saving.
- **{Date}** — Date and time the request was entered.
- **{Partner}** — The partner the service is invoiced to if it is chargeable (see **{To Invoice}**). A folder icon stands next to the field.
- **{For company}** — The company the request refers to; important when the partner (e.g. an accounting firm) keeps the books of several companies.
- **{Subject}** — Short title of the request; shown in the list and in the subject of every message inside the request.
- **{Text}** — Description of the problem as entered by the user; in the user's form this is the **{Description}** field.
- **{CC email}** — E-mail addresses of people following the resolution of the request; they receive a notification on every change in the request.
- **{The person in charge}** — The support team member handling the request.
- **{Priority}** — Order of resolution: *Stop everything and do it now, As soon as you finish what you are doing, Take it as next task, When you have time, Not yet.*
- **{Gitlab}** — Number of the GitLab issue, if one is open for the request. The  icon next to the field opens the link to the issue.
- **{Job Card}** — Number of the job card tracking the resolution of the request (see **{Open Job Card}**).
- **{Associates}** — Support team members who receive notifications about changes during resolution and see internal messages.
- **{Public}** — Checkbox; not described yet.
- **{To Invoice}** — Checkbox; marks that the service of resolving the request is invoiced to the partner in the **{Partner}** field.
- **{Open Job Card}** — Checkbox; for a request whose resolution will take longer, a job card is opened to track the work, and its number is entered in **{Job Card}**.
- **{Close}** — Checkbox; saving closes the request (see below).
- **{Notes}** — Internal note of the support team, not visible to the user.

Invoicing and tracking

For a chargeable request, tick **{To Invoice}** and check the partner in the **{Partner}** field. For a request that is not resolved right away, tick **{Open Job Card}**, so that further work is tracked through the job card instead of through messages in the request.

Closing the request

1. Tick **{Close}**. The **{Answer}** box is shown.
2. Enter the description of the solution in **{Answer}** — this is the text the user sees as the support answer.
3. Save the request with the **SAVE** button. The request moves to the *Finished* tab, and the **{Answered at}** field receives the time of closing.



The user can reopen a closed request with the **REOPEN** button in their own form and continue communication in the ~ **Messages** ~ tab; the request then returns to the *Open* tab.

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