

Business solutions

Support Hub

The **Support Hub** module is intended for companies that provide support to their users through Brix — accounting firms, software companies and similar. The user enters a support request (ZZP), the provider processes it, and all communication on one topic stays inside one request, with messages and attachments in one place.

The module has two sides:

- [Support](#)
The user's form: entering requests, tracking their status, messages to support and attachments. Available to every Brix user in the **System** menu and does not require a subscription to the module.
- [Received Support Requests](#)
The support provider's form on the Brix home page: processing received requests, the person in charge and associates, priority, internal messages, invoicing of the service and job card. Shown only to companies subscribed to the module.

The type of enquiries a company receives depends on the department type — see [Web Enquires](#).

The rules users should follow when entering a request are on [Rules for submitting support requests](#); the same rules apply when the provider asks the user for additional data.

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