

Support

~ BASIC ~

The tab holds the data of the support request (ZZP) and the support answer. When a new request is entered in the *Add* dialog, a summary of the submission rules is shown above the fields; the full rules are on [Rules for submitting support requests](#).

Fields

- **{Support Provider}** — The company the request is addressed to.
- **{User}** — The e-mail address the user is logged in to Brix with; filled in automatically. The envelope 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; filled in automatically on saving.
- **{Subject}** — Short title of the request, up to 128 characters. Shown in the list and in the subject of every message inside the request.
- **{Description}** — Detailed description of the problem with specific data, according to [Rules for submitting support requests](#).
- **{CC email}** — List of e-mail addresses of people following the resolution of the request; they receive an e-mail notification on every change in the request.
- **{The person in charge}** — The support team member handling the request.
- **{Answer}** — Description of the solution with which support closed the request; filled in by support on closing.
- **{Answered at}** — Date and time the request was closed.



The **{Subject}** and **{Description}** fields are mandatory. An incomplete description is the most common reason for additional correspondence and slower resolution.



Replies to e-mail notifications do not reach support. Enter additional questions and comments in the ~ **Messages** ~ tab of the same request.

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