



Symbio Support Portal

Register and submit requests



Overview

Optional: Login/ Register first

The screenshot shows the 'Sign in to Ploetz + Zeller' form. In the top right corner, the 'Submit a request' and 'Sign in' links are highlighted with a red box and the number '2'. The form contains fields for 'Email' and 'Password', a 'Stay signed in' checkbox, and a 'Sign in' button. Below the form, a red box with the number '3' highlights the 'Sign in' button. A red box with the number '4' highlights the 'New to Ploetz + Zeller? Sign up' link.

1. Call up [this link](#)
2. Click on "Sign in"
3. Login
4. Or register by clicking on "Sign up"

Open request form

The screenshot shows the top navigation bar with 'English (US)' on the left and 'Submit a request' and 'Sign in' on the right. The 'Submit a request' link is highlighted with a red box and the number '2'. Below the navigation bar is a search bar with a magnifying glass icon and the text 'Search'.

1. Call up [this link](#)
2. Click on the button "Submit a request" in the upper right corner

Formulate inquiry and submit request

The screenshot shows the 'Submit a request' form. It includes fields for 'Your email address*', 'Subject*', and 'Description*'. Below these are dropdown menus for 'Type*', 'Request type', 'Sub Type', 'Priority', and 'Request priority'. There is an 'Attachments' section with a file upload area. A 'Submit' button is at the bottom right.

Fill in the corresponding fields

Track activities

The screenshot shows the user profile menu. The 'My activities' option is highlighted with a mouse cursor. Other options include 'Edit my profile', 'Change password', and 'Sign out'.

The screenshot shows the 'My activities' page. It has tabs for 'My requests', 'Contributions', and 'Following'. Under 'My requests', there is a search bar and a table of requests. The table has columns for 'id', 'subject', 'created', 'last activity', and 'status'. One request is visible with 'id: 4524', 'subject: Test', 'created: 4 days ago', 'last activity: 2 hours ago', and 'status: OPEN'.

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.

Optional: Login/ register first

1. Call up this link:
<https://support.symbioworld.com>
2. Click on "Sign in"
3. Login
4. Or if first visit: register by clicking on "Sign up"

English (US) | Submit a request | **Sign in** **2**

Sign in to Ploetz + Zeller

3 Email

Password

Stay signed in

4 **Sign in**

[New to Ploetz + Zeller? Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

Search

...wse

...VITY

...s and help

...s

... days ago

...s and help

...status of my process be changed?

... days ago

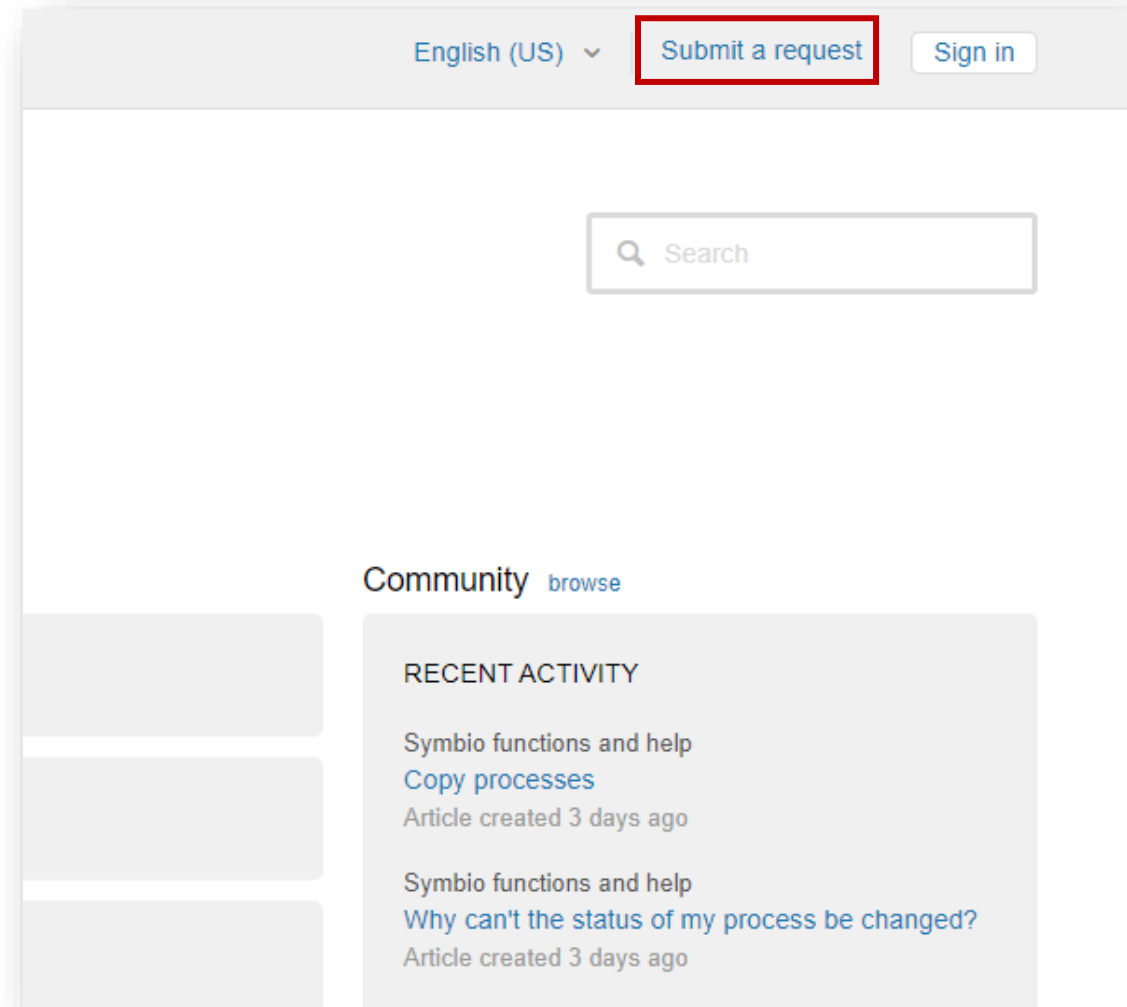
...s and help

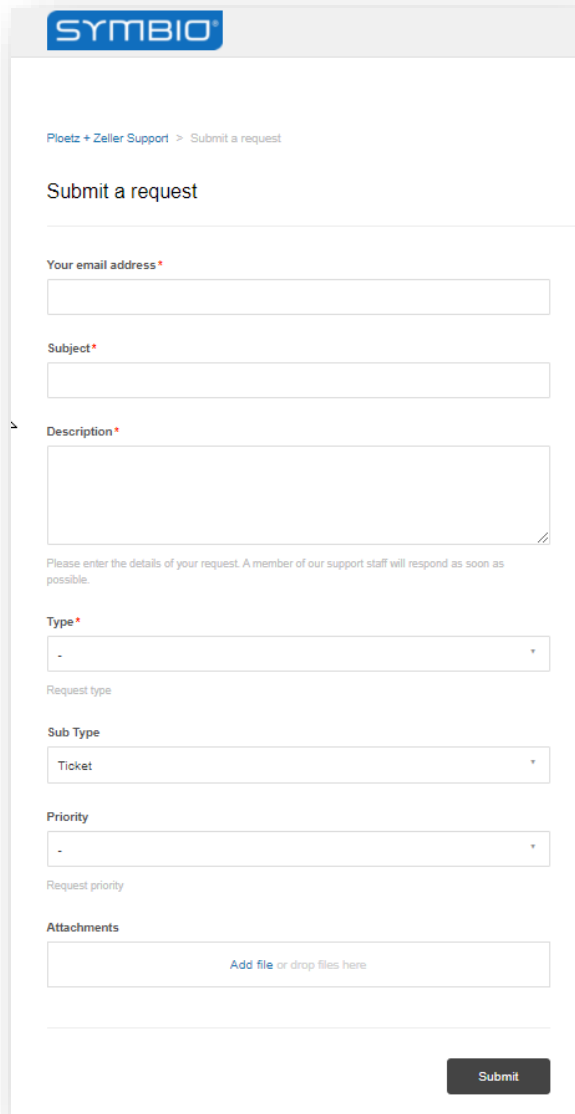
...d diagram size exceeded

... days ago

Open request form

1. Call up this link
<https://support.symbioworld.com>
2. Click on the button "Submit a request" in the upper right corner





The screenshot shows a web form titled 'Submit a request' on the SYMBIO platform. The breadcrumb trail is 'Ploetz + Zeller Support > Submit a request'. The form fields include: 'Your email address*' (text input), 'Subject*' (text input), 'Description*' (text area), a note 'Please enter the details of your request. A member of our support staff will respond as soon as possible.', 'Type*' (dropdown menu), 'Request type' (text label), 'Sub Type' (dropdown menu with 'Ticket' selected), 'Priority' (dropdown menu), 'Request priority' (text label), and 'Attachments' (file upload area with 'Add file or drop files here' text). A 'Submit' button is located at the bottom right of the form.

- Please enter your **e-mail address** and the **subject**
- **Describe** the incident as precisely as possible (see slide 6)
- Select the **type** of request:
 - **Question:** You have a question about the system
 - **Incident:** Incidents are cross ticket problems like multiple tickets of the same case
 - **Problem:** Problem, error, error message etc.
 - **Task:** Request, suggestion for improvement etc.
- You can assign a low, normal, high or urgent **priority** to your request (see slide 8)
- 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**

- In order 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 Symbio version and component
 - Detailed description of the request (what did you do to cause this error? Are there any special features?)

- Please also include the following **attachments or data** with your request:
 - Screenshots
 - Files / Data (Excel or log files)

- TIP: If possible, please define a **responsible person in your company** who will coordinate and supervise the requests on behalf of all colleagues. This improves the clarity.

Track 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

The screenshot shows the 'My activities' page in the Symbio support portal. The header includes the Symbio logo, a language dropdown set to 'English (US)', a 'Submit a request' button, and a user profile dropdown. Below the header, the 'My activities' section is active, with tabs for 'Requests', 'Contributions', and 'Following'. Under 'My requests', there are sub-tabs for 'My requests', 'Requests I'm CC'd on', and 'Organization requests'. A search bar and a status dropdown (set to 'Any') are visible. A table lists a request with ID 4024, subject 'Test', created 4 days ago, last activity 2 hours ago, and status 'SOLVED'.

| Id | Subject | Created | Last activity | Status |
|------|---------|------------|---------------|--------|
| 4024 | Test | 4 days ago | 2 hours ago | SOLVED |

This close-up shows the user profile dropdown menu. The menu is open, displaying options: 'My activities', 'Edit my profile', 'Change password', and 'Sign out'. A mouse cursor is hovering over the 'My activities' option.

| 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. |

- 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:**
 - Quality requirements with low/normal/high priority, which are entered into the **Quality Requirements List** in a customer data-neutral manner; in these cases, a workaround is provided, and further processing is initiated by the development department
 - New requirements
 - Improvement suggestions
- **Status variants** in the **Quality Requirements List:**

| ID | Zendesk Ticket No. (#) | State | | |
|-------|-----------------------------|----------|--|--|
| 68 | ZD #929, #2888, #998, #2190 | New | Grap | |
| 13461 | ZD #1951 | New | Filtering listed fo | |
| 18177 | ZD #2294 | New | Gramma 'Unfallere | |
| 18264 | ZD #2309, #3299 | New | Overview embedde | |
| 22281 | ZD #2715, #3424 | Approved | Detail Content Repository task: "Occurs in' missing in Detail Content" | Bug: In the Detail Content of Repository tasks the section 'Occurs in' is missing. |
| 23142 | ZD #2788, #3366 | Approved | Main process: Swimlane uses global accountable organisation | Bug: Main process: Swimlane uses global accountable organisation instead of local one. |

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