



# Symbio Support Portal

Register and submit requests



# Overview

## Optional: Login/ Register first

The screenshot shows a login/register form with the following elements: a search bar at the top right with a red '2' next to it; a 'Sign in' button in the top right corner with a red box around it; a 'Sign in to Ploetz + Zeller' modal window with fields for 'Email' and 'Password', a 'Stay signed in' checkbox, and a 'Sign in' button with a red '3' next to it; and a 'New to Ploetz + Zeller? Sign up' link at the bottom with a red '4' next to it.

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 a search bar and a 'Submit a request' button highlighted with a red box. The 'Sign in' button is also visible to the right.

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 with the following fields: 'Your email address\*', 'Subject\*', 'Description\*', 'Type\*', 'Request type', 'Sub Type', 'Priority', 'Request priority', and 'Attachments'. A 'Submit' button is located at the bottom right.

Fill in the corresponding fields

## Track activities

The screenshot shows the user profile menu with the following options: 'My activities', 'Edit my profile', 'Change password', and 'Sign out'. A hand cursor is pointing at the 'My activities' option.

The screenshot shows the 'My activities' page with a list of requests. The table has columns for 'ID', 'Subject', 'Created', 'Last activity', and 'Status'. The first row shows a request 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

Email

**3** Password

Stay signed in

**Sign in**

[Forgot my password](#)

**4** [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

Wise

ACTIVITY

s and help

ES

days ago

s and help

status of my process be changed?

days ago

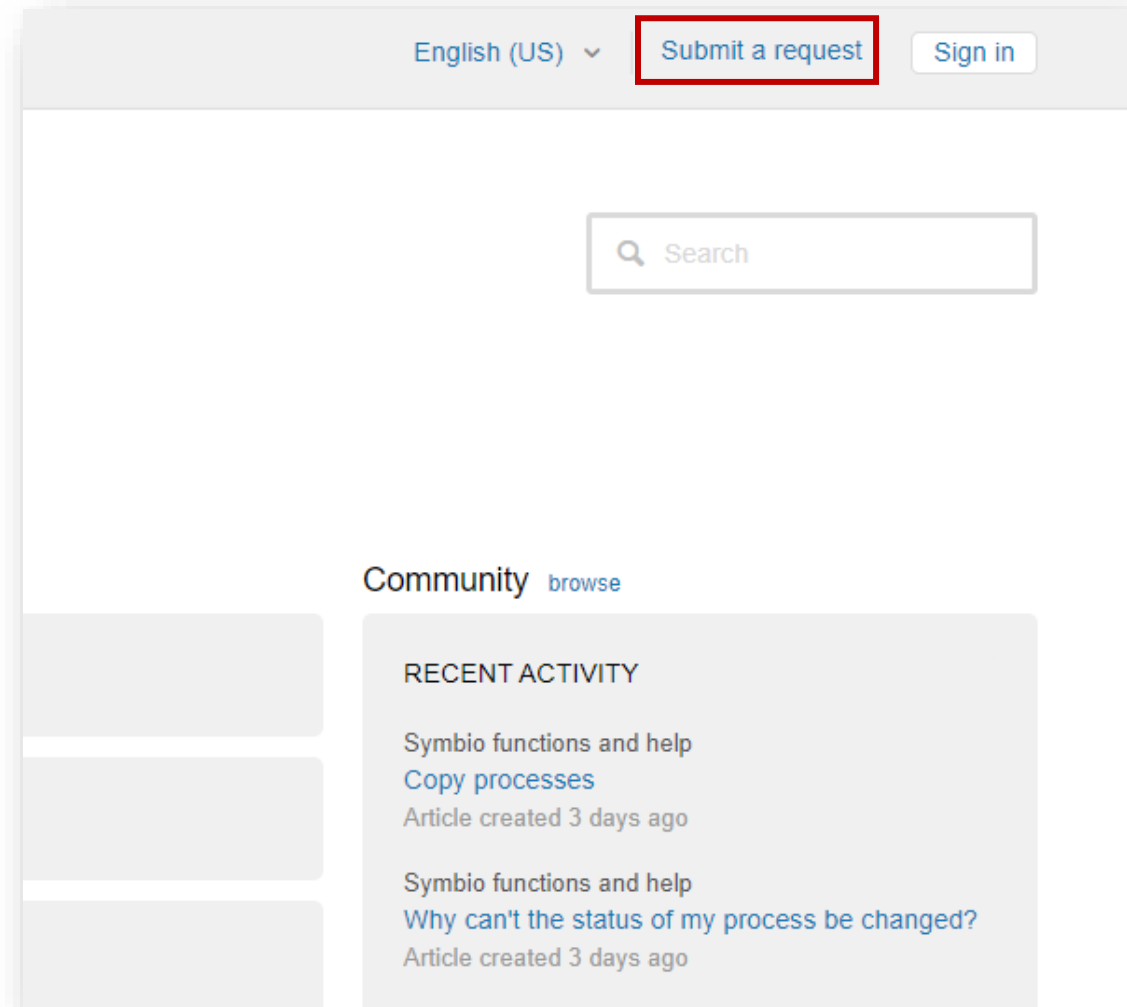
s and help

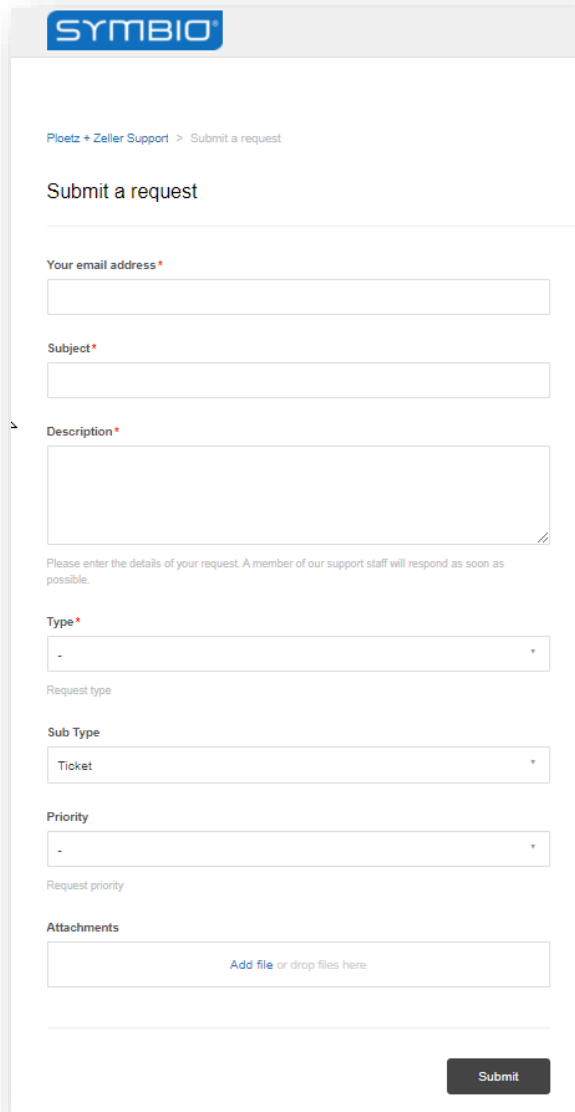
diagram size exceeded

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





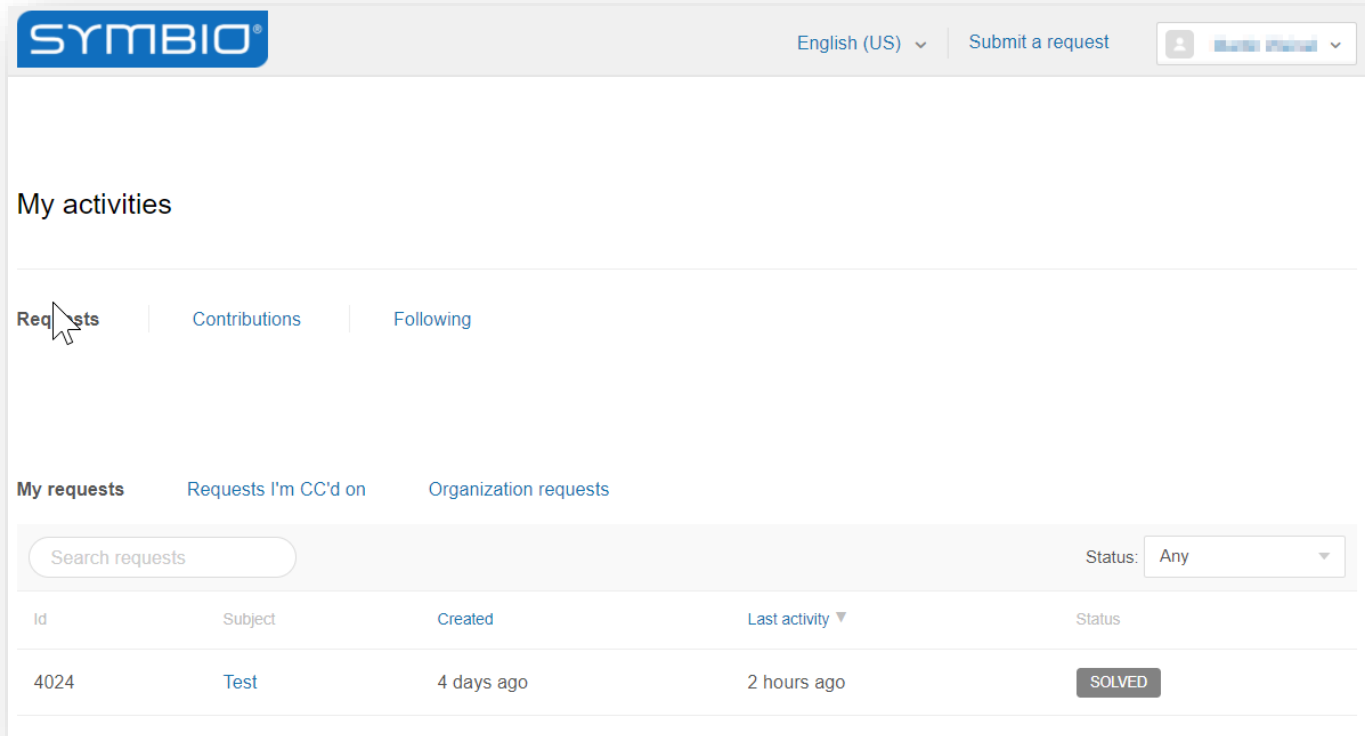
The screenshot shows a web form titled 'Submit a request' on the SYMBIO website. The breadcrumb trail is 'Ploetz + Zeller Support > Submit a request'. The form fields include: 'Your email address\*' (text input), 'Subject\*' (text input), 'Description\*' (text area), a note 'Please enter the details 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.

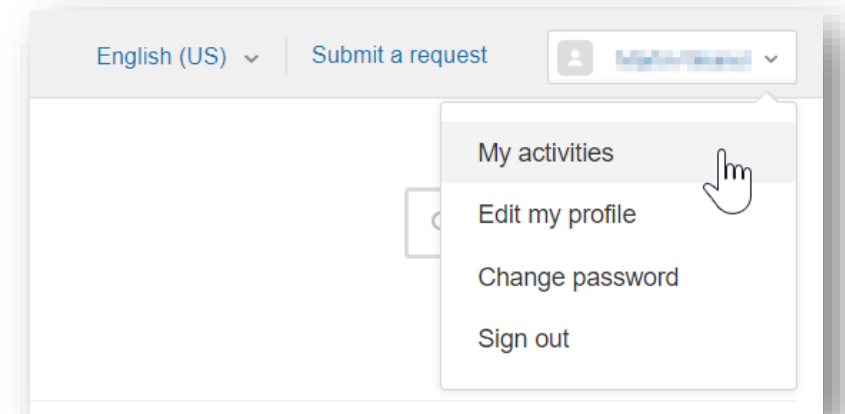
# Track activities in the support portal

- 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 page 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 displayed with three tabs: 'Requests' (selected), 'Contributions', and 'Following'. Under the 'Requests' tab, there are sub-sections for 'My requests', 'Requests I'm CC'd on', and 'Organization requests'. A search bar labeled 'Search requests' and a 'Status: Any' dropdown are located above a table of requests. The table has columns for 'Id', 'Subject', 'Created', 'Last activity', and 'Status'. One request is visible 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 four options: 'My activities', 'Edit my profile', 'Change password', and 'Sign out'. A mouse cursor is hovering over the 'My activities' option, which is highlighted with a grey background.

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	Graph	
13461	ZD #1951	New	Filtering listed fo	
18177	ZD #2294	New	Grammar 'Unfallereignis'	
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