

## Raising a Support Ticket Infographic

2023-01-16 - Kate Coles - Comments (0) - General

# Formpipe.support

Here at Formpipe, we are always looking for ways to ensure our customers get the very best support. To ensure your request goes to the right place, we've created a new infographic showing the steps to take when submitting a ticket. This is so we can streamline your support service by helping you get to the resolution as soon as possible. Please ensure that before you submit a request you have gone through these steps. For more information, please read our article on [Best Practices for Raising Tickets](#).

# Formpipe.support

## Best Practices for Raising Tickets

When Formpipe carries out an initial evaluation of a support case, we are limited to the information contained within the ticket. To ensure that there are no delays in investigating the issue, that time is not lost repeating previously completed actions or miscommunication as to what the actual issue is, it is essential that all relevant details are provided as early as possible. Whilst many details below may seem irrelevant, the background and history around an issue are sometimes critical to identify the root cause.

Some fields are mandatory to fill out when creating a ticket to ensure the ticket goes to the right team and is picked up with the correct priority. As well as the mandatory fields, all tickets should provide other essential information, including but not limited to:



