

Super Tickets!

Writing a clear and detailed support ticket speeds up the process of getting resolution quicker! Use this guide to cut down on the need for back and forth communication and frustration.

- 1. Don't Panic:** While this may sound like silly advice, support tickets written with fact, not emotion, are the most helpful. Try to explain your issue in a systematic manner.
- 2. Subject Line:** "EVERYTHING IS BROKEN" or "THIS NEVER WORKS" may not be the best subject line for support to understand your issue. "Unable to upload documents" or "Unable to reset my password" are clear, concise and tell the support specialist what to expect within the ticket.
- 3. Choose Correct Category:** When starting a ticket, you are given options to help route your ticket to the correct team that handles the support issue.
- 4. Give a full description of your problem:** Within the ticket, give as MUCH detail as you can! If you think you are being too wordy, you are not. The more detail, the better. Facts about what you were doing, what happened, what you wanted it to do and any errors.
- 5. Add Screenshots OR Video Recordings:** These tools help the support team experience what you are seeing and are invaluable to the support process. A favorite tool among support professionals is Loom (Pssst, it's free!). Install Loom, log in with your KW email and record what you are seeing or experiencing in Command. Once the recording is complete, share the link in your support ticket.

If you do provide screenshots, make sure to take a full screenshot. This means corner to corner of your entire screen. This may sound odd, but seeing key parts of your screen helps support get a bigger picture!
- 6. One Ticket Per Issue:** Each issue should be a separate submission. When looking for more information on a ticket already sent in or need to add more info? Reply to the ticket email sent to your inbox.
- 7. Stay Kind:** We understand tech issues are frustrating. Our support team at KWRI are actual humans behind the chat window or email and want to help! If you are frustrated with a support ticket, please reach out to your MCTT or RTT for us to dive in and help!

PRO TIP: Did you know you can sign into answers.kw.com and see a list all tickets you've previously submitted! If you've never signed into answers.kw.com, you can sign up at the bottom left of the sign in window. Choose "New to KW Support? Sign up"