

If you have an issue with Cumulocity IoT you open a support ticket. But what is the basic and additional information needed for that? Which additional information and attachments are helpful? And why do additional information and attachments help to solve issues faster? This training helps you answer those questions and to understand how you can support the support while opening a support ticket.

Duration: 40 min

Achievements: Attendance Badge



Learner Profile

- Business User
- Administrator



Required Knowledge

- Cumulocity IoT Experience



Next Steps

Learning Objectives

- Questions to customers from Support Team on open Support Tickets
- Unnecessary Ticket “ping pong”, because of Missing Information
- Longer Solution Times, because of Missing Information

Activities

- Learning Videos & Demos