

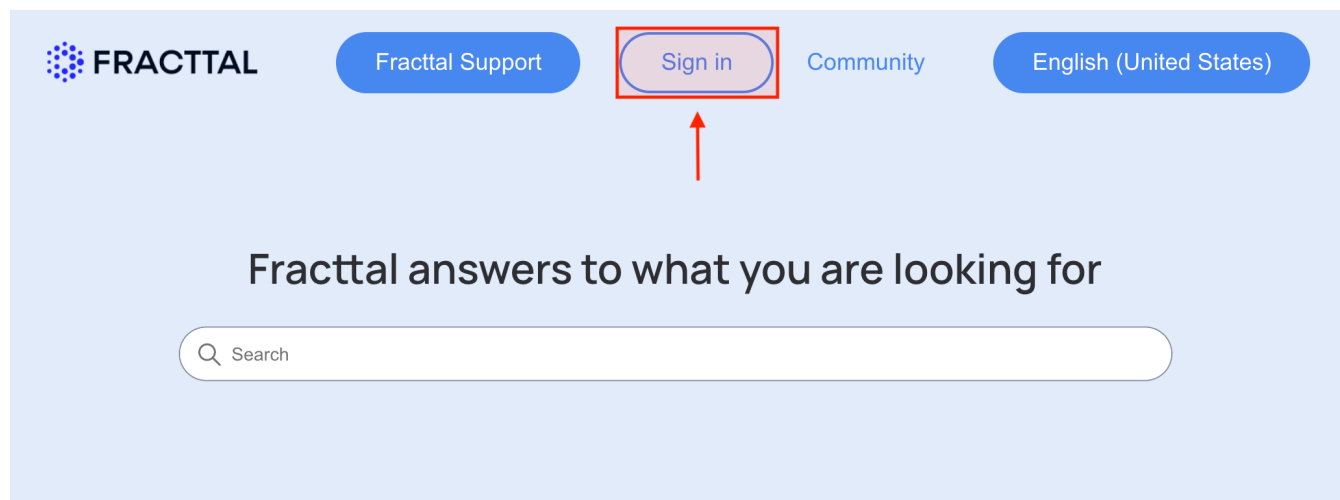
How to manage and check tickets in the Help Center?

 help.fractal.com/hc/en-us/articles/26297486185997-How-to-manage-and-check-tickets-in-the-Help-Center

A ticket in Fractal One is a formal request for assistance or issue resolution related to the platform. Submitting a ticket provides a direct communication channel with the Fractal support team.

How to Submit a Ticket from the Help Center?

1. Access the link [Fractal One Help Center](#).
2. Log in or create an account if you don't have one yet.



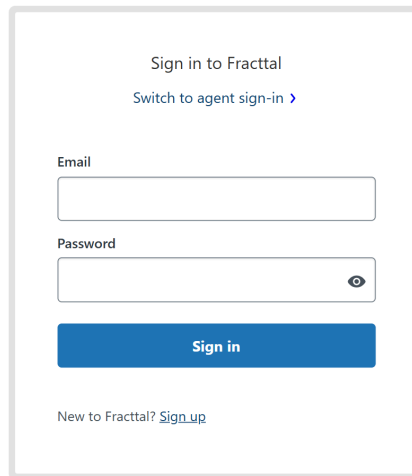
Categories

First steps in Fractal

Quick guide to use Fractal One
and become a master user

General

A section that provides essential
knowledge for the initial use of



Sign in to Fractal

[Switch to agent sign-in >](#)

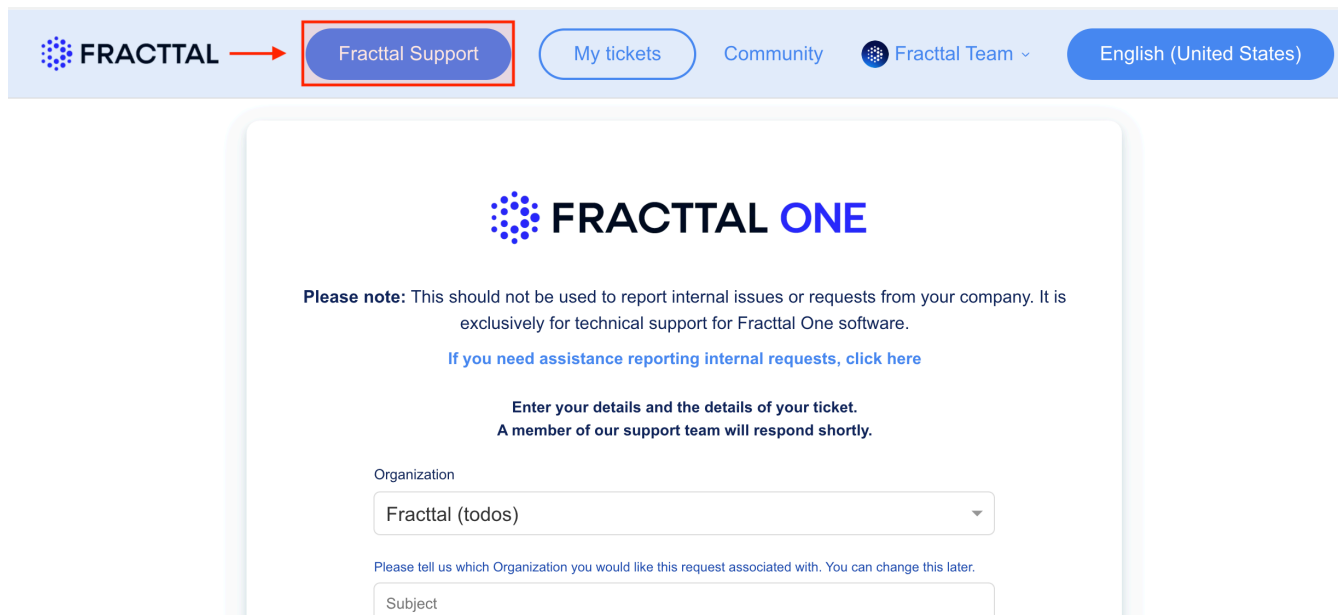
Email

Password

[Sign in](#)

New to Fractal? [Sign up](#)

3. Once logged in, click on the **"Fractal Support"** option.



FRACTTAL → **Fractal Support** [My tickets](#) [Community](#) [Fractal Team](#) [English \(United States\)](#)

FRACTTAL ONE

Please note: This should not be used to report internal issues or requests from your company. It is exclusively for technical support for Fractal One software.

[If you need assistance reporting internal requests, click here](#)

Enter your details and the details of your ticket.
A member of our support team will respond shortly.

Organization

Fractal (todos)

Please tell us which Organization you would like this request associated with. You can change this later.

Subject

4. Then, fill in the required fields, including country, subject, description, and the option to attach files that help explain the issue, as shown in the image.

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→ Subject

→ Description

- **Subject:** A brief description of the problem or request.
- **Description:** Details of the problem or request. It is recommended to include the affected module, any specific errors, and a detailed description to facilitate resolution by the support team.
- **Attach file:** Here you can add images representing the problem or error you are experiencing on the platform. The more visual information you provide, the better.

Once the ticket is submitted, it follows an internal process that includes:

- **Assignment:** The ticket is assigned to a support agent or responsible team.
- **Classification:** At this stage, the agent analyzes the reported case to determine its severity and assess the potential impact. This evaluation is crucial to properly prioritize actions and efficiently allocate necessary resources.
- **Investigation and resolution:** The agent investigates the problem and works on its resolution, which may require additional communication with the customer.
- **Status update:** Regular updates are provided about the ticket's progress and any proposed solution.
- **Closure:** Once resolved and confirmed with the customer, it is marked as closed.
- **Follow-up:** In recurring cases, measures are implemented to prevent similar problems in the future.

How will I be contacted?

We will communicate with you via email to ensure you stay informed and to request additional information if necessary.

How can I check the status of my ticket?

1. Access the link [Fracttal One Help Center](#).
2. Log in or create an account if you don't have one yet.
3. Once logged in, click on the "My Tickets" option.



The screenshot shows the top navigation bar of the Fractal One Help Center. The 'My tickets' button is highlighted with a red box, and a red arrow points to it from below. The main content area displays the Fractal One logo, a disclaimer, a link for internal requests, and a form to enter ticket details.

FRACTTAL Fracttal Support **My tickets** Community Fracttal Team English (United States)

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Here you will find all your support requests along with their different statuses:

Ticket status:

- **Open:** The ticket has been successfully created and is waiting to be attended to by our team.
- **In progress:** The ticket is being analyzed by our agents and is underway toward resolution.
- **Analysis:** Our team is conducting internal tests to identify the best resolution strategy, evaluating appropriate tools and processes to address the situation.
- **Waiting for your response:** We have sent an inquiry by email and are waiting for your reply to proceed with resolving the ticket.

- **Ticket in final review:** Our team is performing final tests to ensure the issue is fully corrected before closing the ticket.
- **Resolved:** The ticket has been successfully closed after completing all necessary actions to resolve the reported issue.

FRAC TAL

Fractal Support

My tickets

Community

Fractal team

English (United States)

My tickets

My tickets

Tickets I'm CC'd on

Q Search requests

Status:

Any

Subject	Id	Created	Last activity ▼	Status
Dynamic language translation error	#54047	4 months ago	15 hours ago	In analysis
Catalogs/Assets - Issue when importing assets with custom ...	#49582	6 months ago	13 days ago	In progress
Update to our Privacy Policy	#63561	19 days ago	19 days ago	Solved