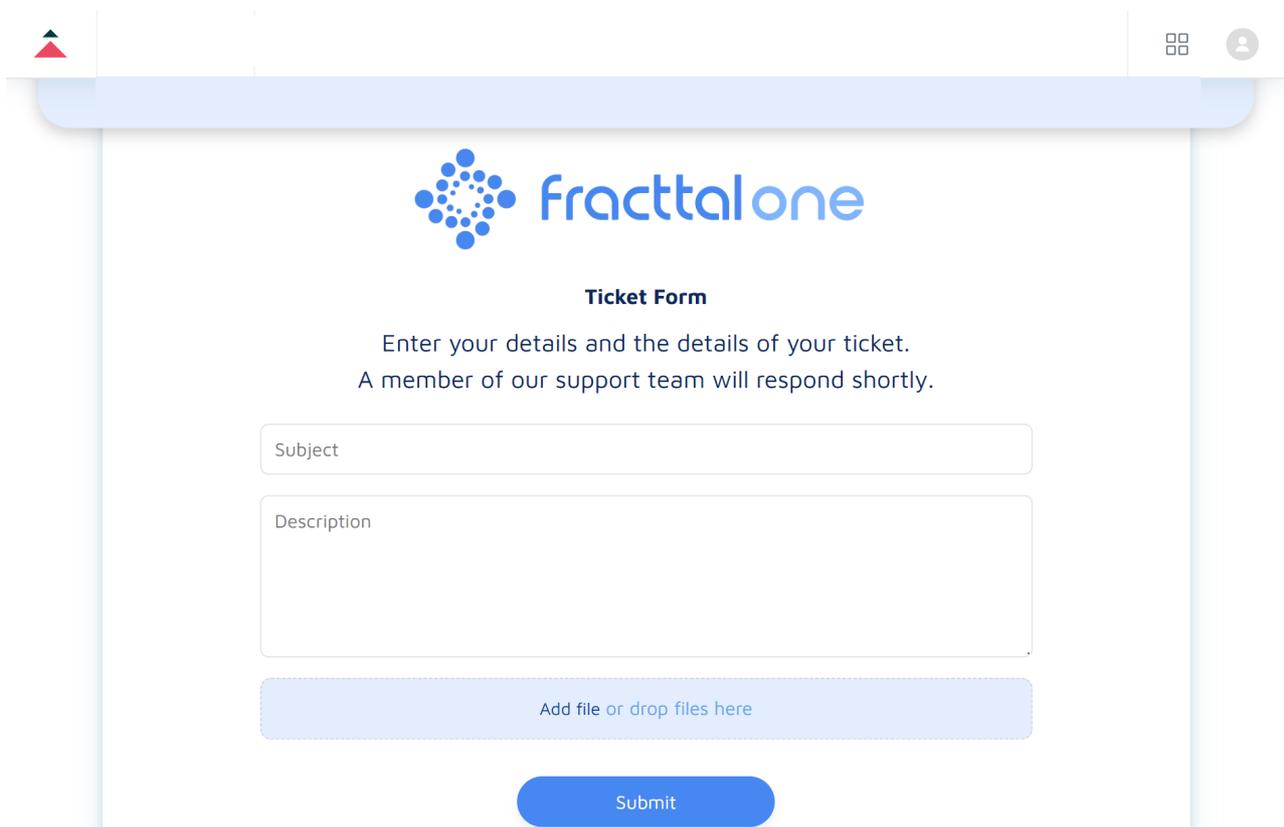


Tickets from the Help Center

 help.fractal.com/hc/change_language/en-us

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

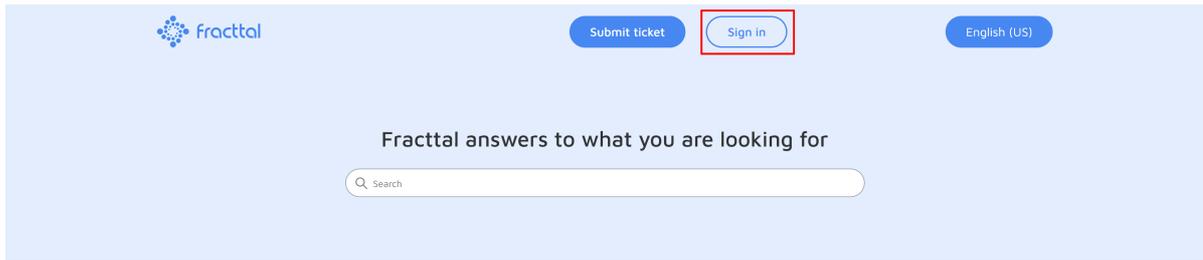


The screenshot shows the Fractal One Ticket Form interface. At the top, there is a navigation bar with a red triangle icon on the left, a grid icon, and a user profile icon on the right. The main content area features the Fractal One logo (a cluster of blue dots) and the text "fractalone". Below the logo, the heading "Ticket Form" is centered. Underneath, there is a message: "Enter your details and the details of your ticket. A member of our support team will respond shortly." The form consists of a "Subject" input field, a larger "Description" text area, a light blue button labeled "Add file or drop files here", and a dark blue "Submit" button at the bottom.

How to submit a ticket from the Help Center?

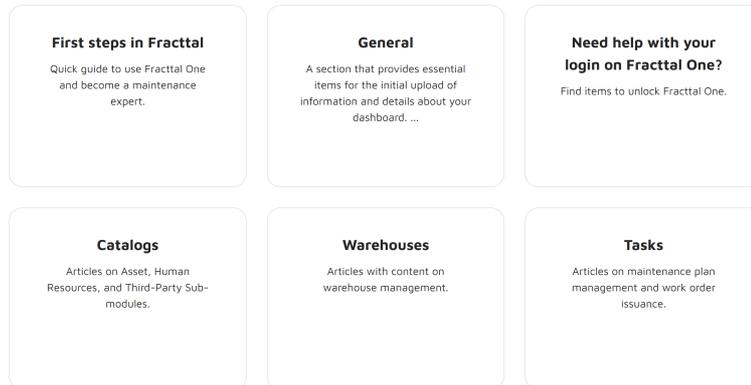
1. Access the Fractal One [Help Center link](#).

2. Log in or create an account if you don't have one yet.



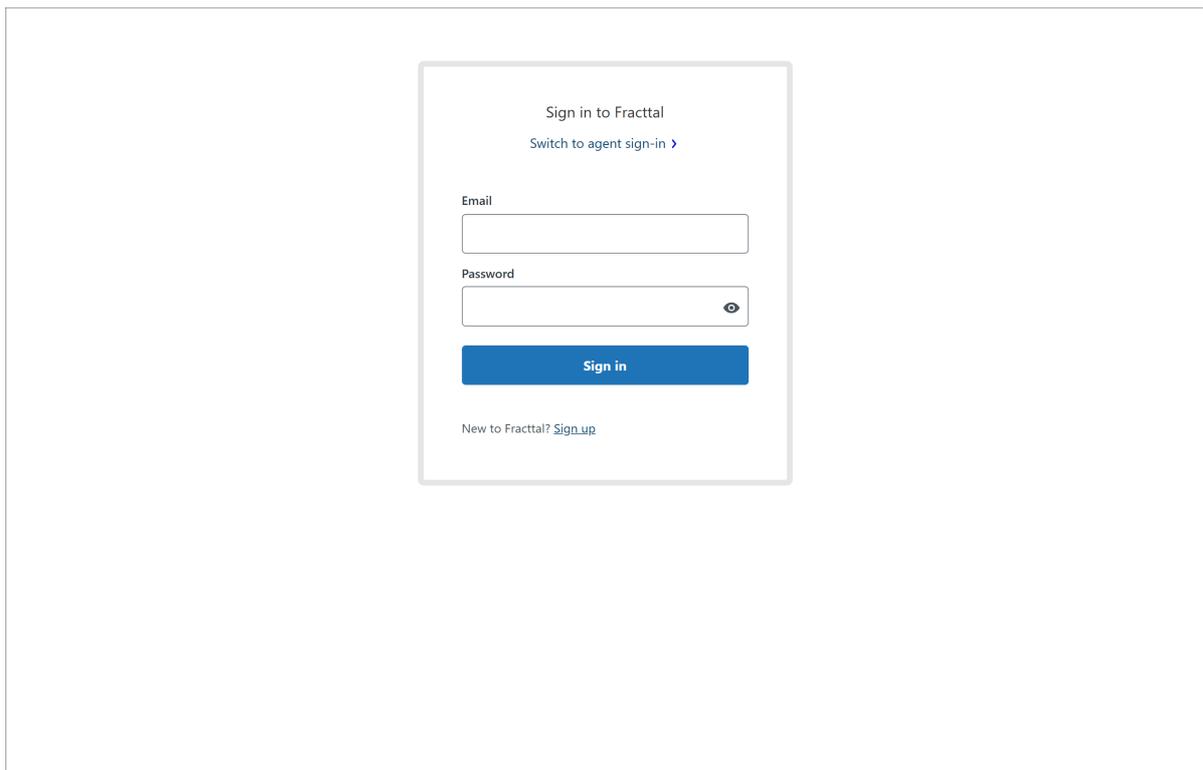
The header of the Fractal website features the Fractal logo on the left, a 'Submit ticket' button, a 'Sign in' button (highlighted with a red box), and an 'English (US)' language selector on the right. Below the navigation is a search bar with the text 'Fractal answers to what you are looking for' and a search icon.

Categories



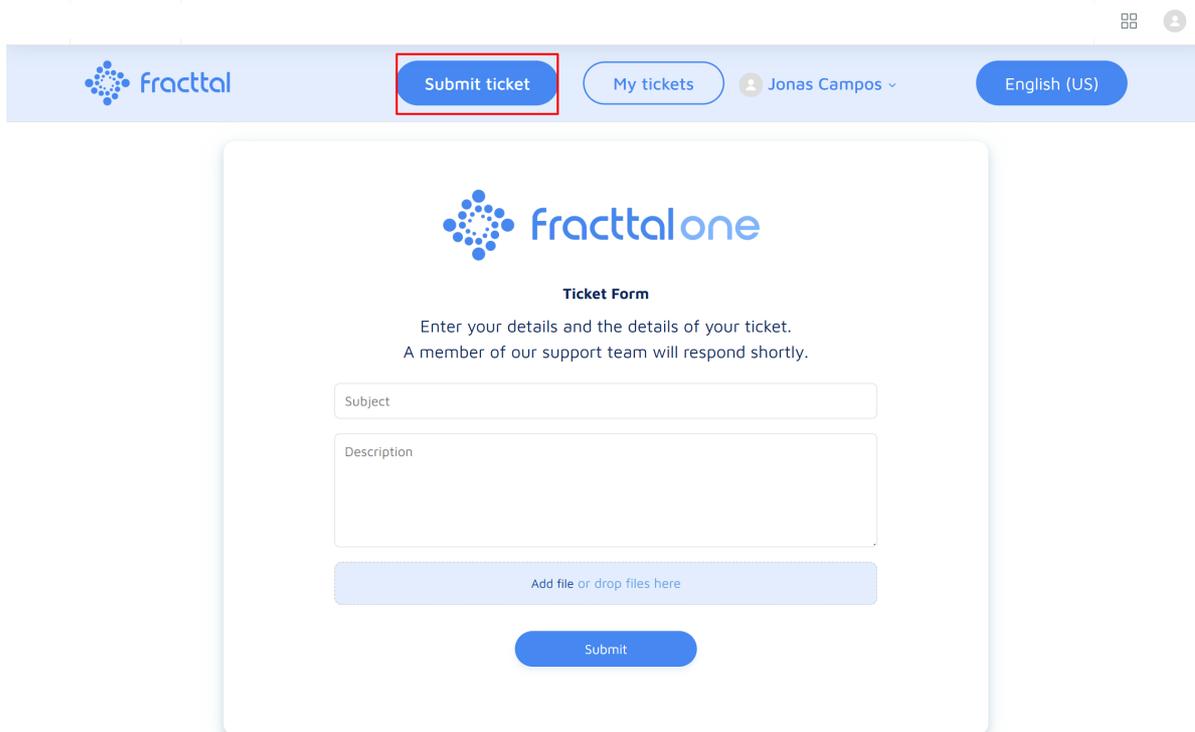
A grid of six category cards:

- First steps in Fractal**: Quick guide to use Fractal One and become a maintenance expert.
- General**: A section that provides essential items for the initial upload of information and details about your dashboard. ...
- Need help with your login on Fractal One?**: Find items to unlock Fractal One.
- Catalogs**: Articles on Asset, Human Resources, and Third-Party Sub-modules.
- Warehouses**: Articles with content on warehouse management.
- Tasks**: Articles on maintenance plan management and work order issuance.

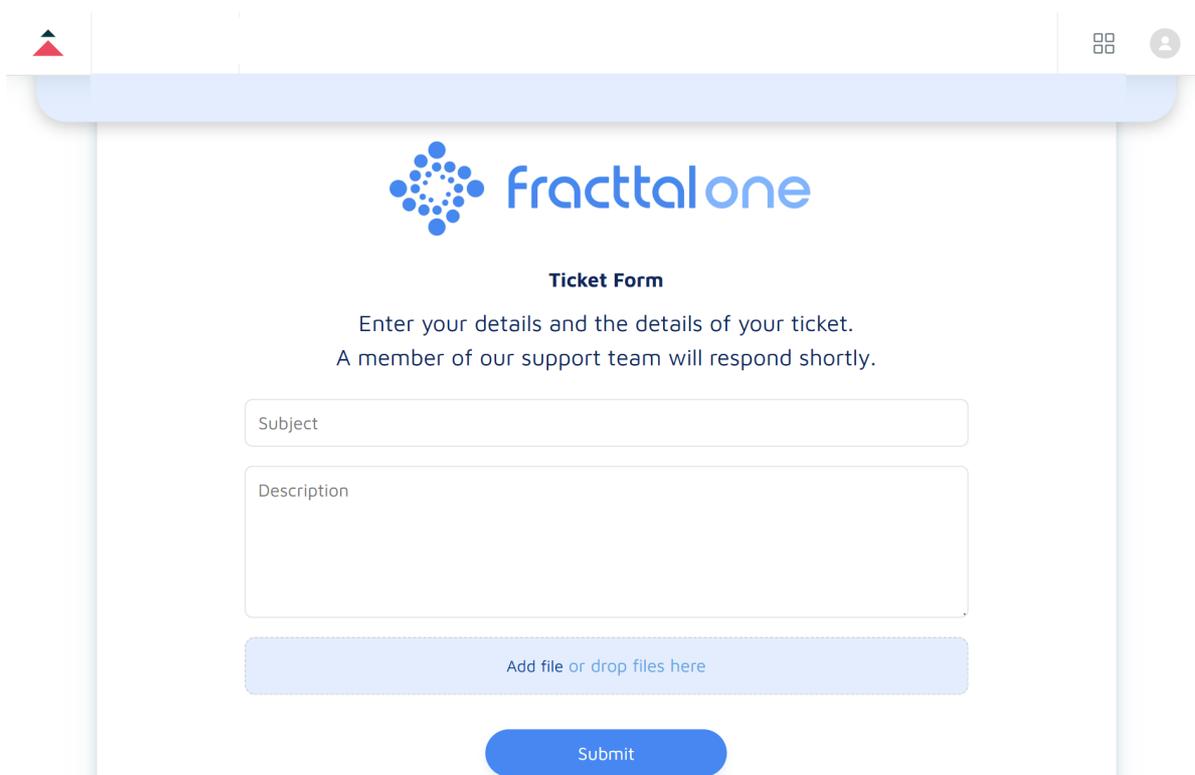


A sign-in form titled 'Sign in to Fractal' with a link to 'Switch to agent sign-in >'. It includes fields for 'Email' and 'Password' (with a visibility toggle), a blue 'Sign in' button, and a link for 'New to Fractal? Sign up'.

3. Once logged in, click on the "Submit Ticket" option.



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



Subject: Brief description of the issue or request.

Description: Details of the issue or request. It is recommended to include the affected module, any specific errors, and a detailed description to assist the support team in resolving the issue.

Attach File: Here you can add images that represent 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 reviews the reported case to determine its severity and assess the potential impact. This evaluation is crucial for properly prioritizing actions and efficiently allocating necessary resources.
- **Investigation and Resolution:** The agent investigates the issue and works on resolving it, which may require further communication with the customer.
- **Status Updates:** Regular updates on the ticket's progress and any proposed solutions are provided.
- **Closure:** Once resolved and confirmed with the customer, the ticket is marked as closed.
- **Follow-up:** In recurring cases, measures are implemented to prevent similar issues in the future.

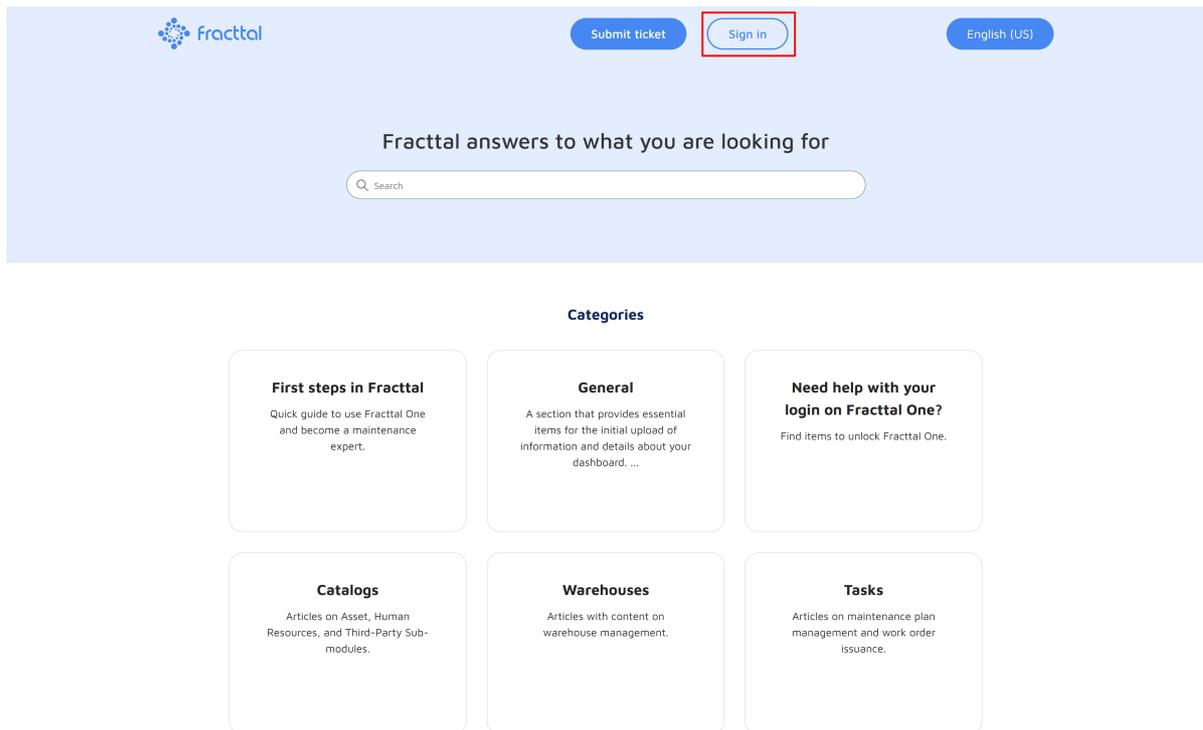
How will you communicate with me?

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

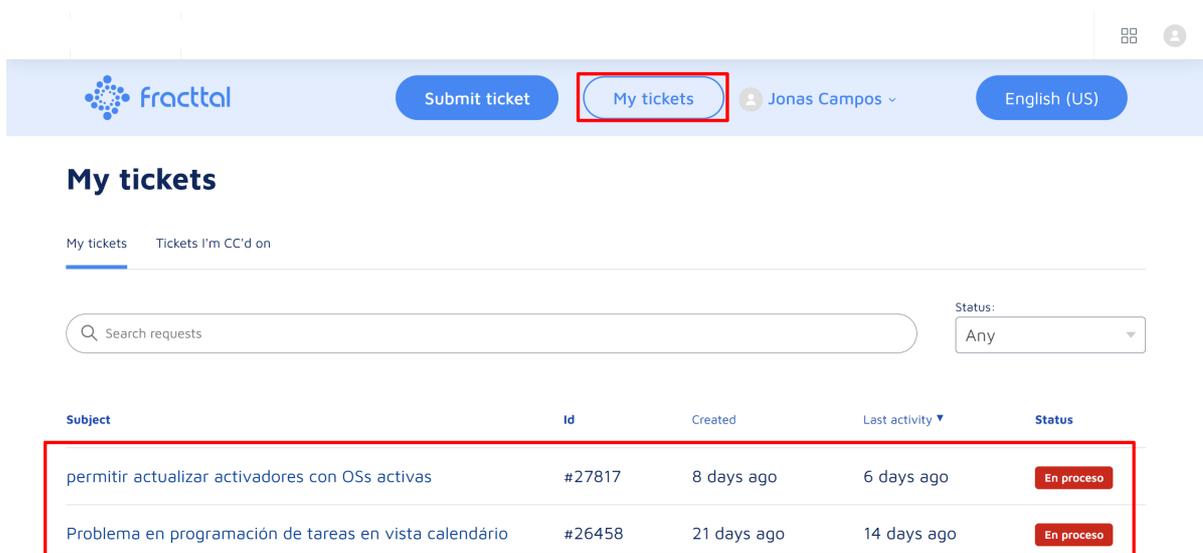
How can I check the status of my ticket?

1. Access the Fractal One [Help Center link](#).

2. Log in or create an account if you don't have one yet.



3. Once logged in, click on the "My Tickets" option.



Here you will find all your requests to the support area, along with their respective statuses:

Ticket Statuses:

- **Open:** The ticket has been successfully created and is awaiting attention from our team.

- **In Progress:** The ticket is being reviewed by our agents and is being worked on for resolution.
- **Under Analysis:** Our team is conducting internal tests to identify the best resolution strategy, evaluating the appropriate tools and processes to address the situation.
- **Waiting for Your Response:** We have sent an inquiry via email and are awaiting your response to proceed with resolving the ticket.
- **Final Review:** Our team is conducting final tests to ensure the situation is fully corrected before closing the ticket.
- **Resolved:** The ticket has been successfully closed after all necessary actions were completed to resolve the reported issue.