

1. Go to <https://prospecta.com> and click on Support tab

The screenshot shows the top of the Prospecta website. The header includes the 'mdo|prospecta' logo on the left, a navigation menu with 'Products', 'Solutions', 'Customers', 'Resources', 'Partners', and 'Support' in the center, and a blue 'Request a Demo' button on the right. Below the header is a large dark blue hero section with a network diagram background. The main text reads: 'According to The Forrester Wave™, MDM customers should look for these 4 factors when choosing a provider'. A blue button labeled 'Download the Report Here' is positioned below the text.

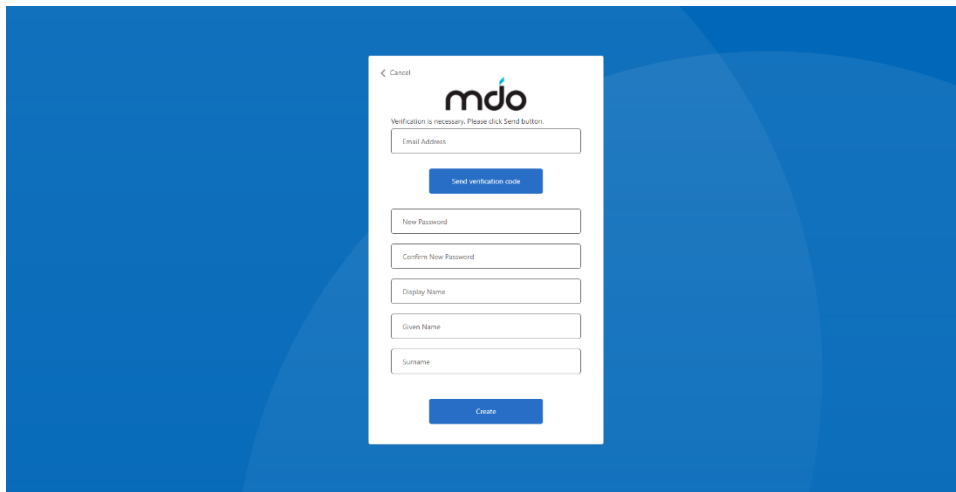
2. Click on 'Login Here'

This screenshot shows the 'MDO ONE' section of the website. It features the 'mdo|prospecta' logo and navigation menu at the top. The main heading is 'MDO ONE'. Below it is a sub-heading: 'Sign up with "MDO One" to join a group of peers to exchange ideas, build your network, learn and give back what you learn together.' The section contains five columns, each with an icon, a title, and a short description: 1. 'Support' with a headset icon and the text 'Hi, How can we help you?'; 2. 'Ideas' with a lightbulb icon and the text 'Shape future releases with your ideas.'; 3. 'Roadmap' with a rocket icon and the text 'Know about our upcoming innovations.'; 4. 'Video Tutorials' with a play button icon and the text 'Full library of MDO video tutorials.'; 5. 'Academy' with a graduation cap icon and the text 'Learn about MDO One.' At the bottom center of this section is a dark blue button labeled 'Login here'.

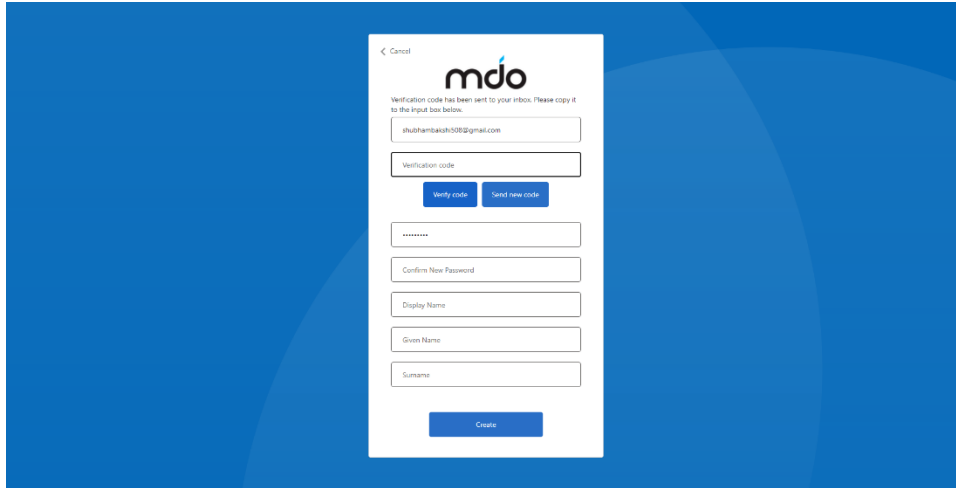
3. Click on 'Sign Up Now'



4. Enter your email and click on 'Send Verification Code'





5. Fill in the form with the rest of your details and check your email for the Verification Code. Once you paste the verification code click on 'Verify Code'. Once the code is verified click on 'Create'




6. As soon as you click on 'Create' in the step above you will be redirected to MDO One. From there you can 'Request Access' to the support portal and our support team will be notified of your request.

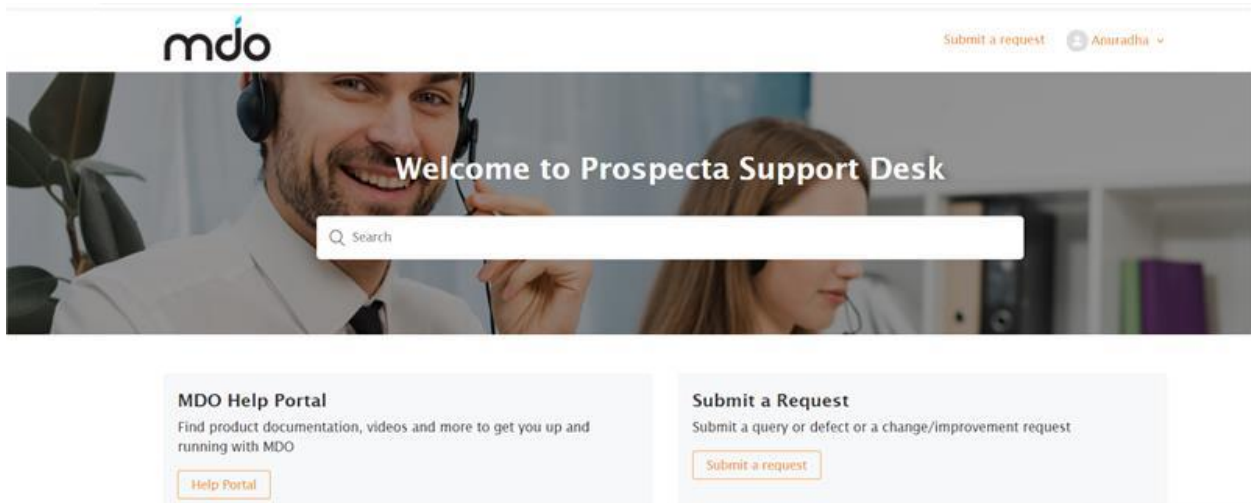
## MDO One

**Ideas**  
Shape future releases with your ideas  
[Open](#)

**Support**  
Hi, How can we help you?  
[Open](#)

**Academy**  
Learn about MDO  
[Open](#)

7. Click on the Support Tab and you would be led to a page for submitting a ticket



**MDO Help Portal**  
Find product documentation, videos and more to get you up and running with MDO  
[Help Portal](#)

**Submit a Request**  
Submit a query or defect or a change/improvement request  
[Submit a request](#)

8. The following form opens up when submitting a request:

The screenshot shows a web browser window with the URL [support.prospecta.com/hc/en-us/requests/new](https://support.prospecta.com/hc/en-us/requests/new). The page title is "Submit a request". The form contains the following fields:

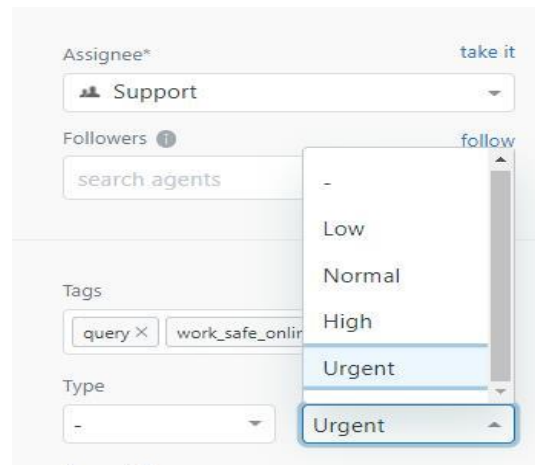
- Subject:** A text input field.
- Description:** A large text area with a placeholder "Please enter the details of your request. A member of our support staff will respond to you as soon as possible."
- Priority:** A dropdown menu.
- Request Type:** A dropdown menu with "Query" selected. Below it is a checkbox "Is it a query or defect or a change/improvement request?".
- Product:** A dropdown menu with "Master Data Online (MDO)" selected.
- Delivery Stage:** A dropdown menu.
- Module Name:** A dropdown menu.
- Attachments:** A section with a "Add file or drag files here" prompt.
- Submit:** An orange button at the bottom of the form.

The Windows taskbar at the bottom shows the system tray with a temperature of 37°C, AQI 145, and the date 8/16/2021 at 3:20 PM.

- Use the Subject to give a short description of the issue
- Use the description section to elaborate upon the request / issue
- Use the Priority Section for selecting the Priority of an issue is a crucial step in the issue resolution process. (We will also cover the priority of tickets in detail in the next section)
- Use the Request Type to select the type of request that you want to raise with us such as Query, Defect, Change Request (We will cover the meaning of different request types in the upcoming sections)
- Use the Product section to select the product for which you are raising the request- Master Data Online (MDO) or Work Safe Online (WSO).
- Use Delivery Stage to select whether the project is Live on is it Pre-Live
- Use the Module section to select the module

Assigning the correct priority to an issue will assist the resolution process. There are four options to choose from when selecting the Priority:

1. Urgent
2. High
3. Normal
4. Low



The priority is to be selected based on the following situations:

- **Urgent:** *Urgent* priority means the issue has caused Production server failure and work cannot be continued.
- **High:** *High* priority means the issue has led to a non-critical part of Production System failure, or when some production system functionality is degraded causing a medium impact on the business. A workaround is available, but a permanent solution is required in the near future.
- **Normal:** *Normal* priority is when the issue leads to some Production system functionality failure which causes a minor inconvenience to users. In this case, the business disruption is minimal. A workaround is available however, a permanent solution is not required in the near future.
- **Low:** *Low* priority means the issue is a cosmetic or usability issue which has no impact on the business process function.

### Status of a ticket

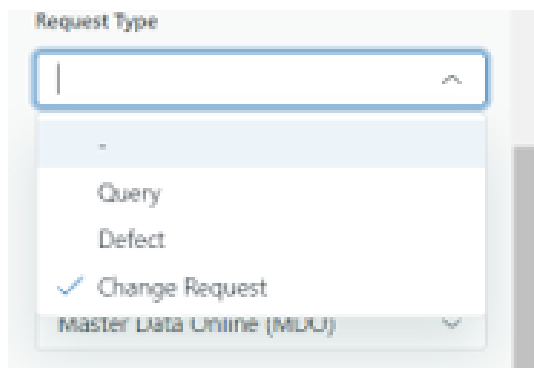
- Whenever a ticket is logged, the status of ticket is **“New”**
- When the ticket is assigned to an Agent for investigation / resolution, the status changes to **“Open”**
- When a response is sent on the ticket, the response could be a resolution or asking for more information from the client, the status of the ticket changes to **“Pending”**
- Once the issue is fixed by Prospecta, the status is changed to **“Solved”**
- **“Solved”** Tickets are automatically closed after 15 days and the status changes to **“Closed”**; The customer can **“Open”** the ticket if the status is **“Solved”** however they need to create a follow up ticket if the ticket status changes to **“Closed”** (refer to point 6)
- *All tickets that are in Pending stage and two reminders without a response automatically moved to Solved*

## Request Type

Based on the following conditions, the user will select the category that is applicable for the issue.

- **Query:** A query would imply some questions, confusion or clarification is needed by the client regarding a functionality or an issue. It refers to some doubt that the customer has which can be worked around without in-depth investigation.
- **Defect:** A defect refers to an actual issue which could lead to an error in the platform or a functionality not working. This could severely affect the BAU or could be a minor error. A defect is something that requires investigation by the support team.
- **Change Request:** A change request implies any configuration or API level changes that the client requires to existing functionality which has been previously delivered or an all together new requirement that is shared for the first time.

*Any change request will require further information (to be detailed in a Change Request document - provided by your aligned Client Partner) which will include all necessary details, logics, and scenarios expected by the client. On receiving this information, the Prospecta team will evaluate the feasibility, provide cost estimates associated with such a change and a delivery date / timeframe.*



The image shows a screenshot of a web form titled "Request Type". It features a dropdown menu with a search bar at the top. The menu is open, displaying a list of options: "Query", "Defect", "Change Request" (which is selected and marked with a blue checkmark), and "Master Data Online (MDU)".

9. Click on Submit to submit the ticket