Support Engagement 1.0

We are creating this document as an outline to assist with submitted and managing tickets with Check Point/Avanan Support.

HOW TO OPEN A TICKET?
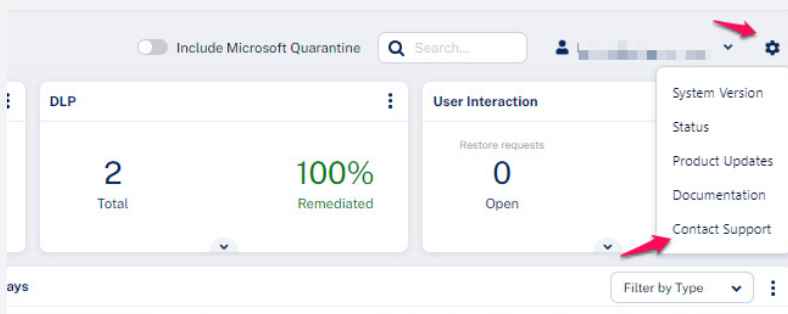   a. Tickets can be opened in several ways depending on your need and access.
1. Via Email
   - EmailSecurity_Support@checkpoint.com
2. Via the Avanan Support Center:
   - https://avanan.atlassian.net/servicedesk/customer/portals
3. Within the portal
   - In the top right corner, there is a gear icon

WHAT IS NEEDED WHEN OPENING A CASE?
When opening a case, some types of data are needed to ensure the case can proceed without spending time going back and forth and more time addressing the issue.

1. The backend logs can only be collected for a limited amount of time, so it's essential to report any issues as soon as they appear.
2. Provide the tenant/portal name.
   a. This should include if this is a Check Point or Avanan portal to help locate.
3. Provide specific examples of the issue or specific messages that are impacted. There are several

CHECK POINT™

different ways to do this.
   a. URL in the browser usually ends with something like this preceded by the tenant name
      i. email/office365_emails_email/9b6983558c4139ce0efd23a2783b58dc
   b. The message ID
      ii. This can be found in the message detail view:

4. A mail trace may also be required if a specific message is involved. The process for the mail trace can be found [here](#).
5. Explain the expected behavior.
6. Explain the current behavior (i.e. the issue) with all relevant examples + screenshots (if needed)

TICKET TEMPLATE:
Tenant name:
MSP name:
Specific message (If applicable):
Expected behavior:
Current behavior (with examples and screenshots):

HOW TO REVIEW OPEN CASES?
Responses from the cases are sent via email and can be responded to via email as well, but in case there are issues receiving the emails, cases can be viewed via the Support Center found [here](#).

HOW TO ESCALATE A CASE?
Support cases can now be escalated directly from the ticket using the "Escalate to Management Team" option in the ticket you wished to escalate. It will then prompt you with a message that you can provide some additional information to management for escalation.