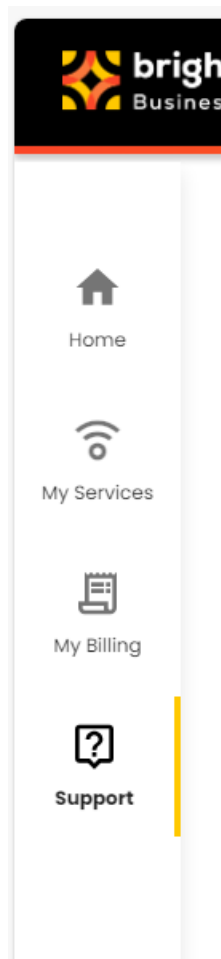
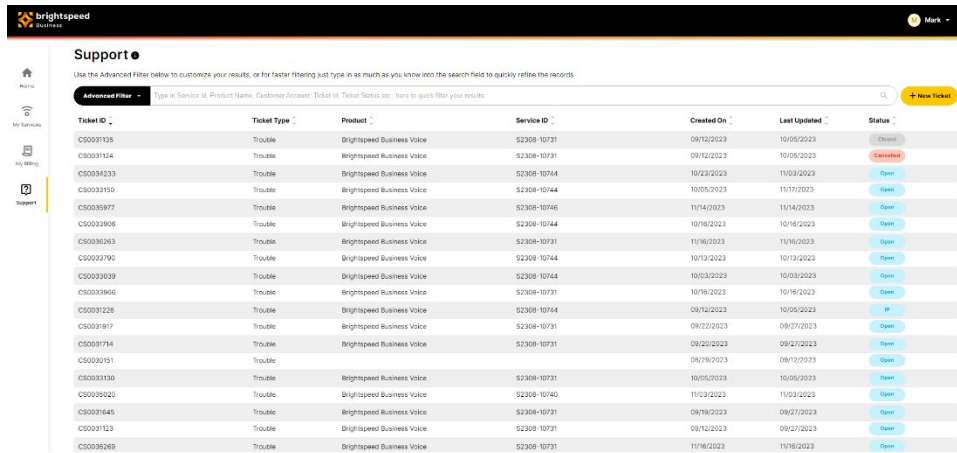


The Brightspeed Business Hub Support module allows you to view all support tickets opened against the Customer Account assigned to the signed in user. You can select any of these to get more details about that ticket. With the correct permissions assigned, you can also open a new Support Ticket, or add an additional note to any existing open ticket.

You can reach the Support module from anywhere in the Hub simply by clicking on the Support icon in the left menu. You will be taken directly to the listing of all tickets opened against your Customer Account, for standard users, or all accounts assigned to any account under your Parent account, if your role is a Customer Administrator.



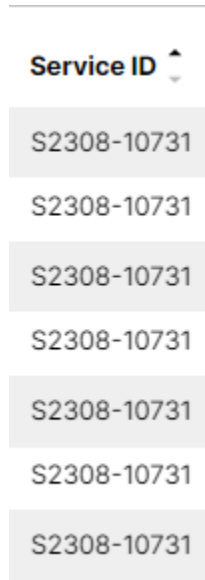


Ticket ID	Ticket Type	Product	Service ID	Created On	Last Updated	Status
C50031135	Trouble	Brightspeed Business Voice	S2308-10731	09/12/2023	10/05/2023	Open
C50031124	Trouble	Brightspeed Business Voice	S2308-10731	09/12/2023	10/05/2023	Cancelled
C50034233	Trouble	Brightspeed Business Voice	S2308-10744	10/23/2023	11/03/2023	Open
C50033150	Trouble	Brightspeed Business Voice	S2308-10744	10/05/2023	11/17/2023	Open
C50035977	Trouble	Brightspeed Business Voice	S2308-10746	11/14/2023	11/14/2023	Open
C50032908	Trouble	Brightspeed Business Voice	S2308-10744	10/18/2023	10/18/2023	Open
C50036263	Trouble	Brightspeed Business Voice	S2308-10731	11/16/2023	11/16/2023	Open
C50032790	Trouble	Brightspeed Business Voice	S2308-10744	10/13/2023	10/13/2023	Open
C50033039	Trouble	Brightspeed Business Voice	S2308-10744	10/03/2023	10/03/2023	Open
C50033966	Trouble	Brightspeed Business Voice	S2308-10731	10/18/2023	10/18/2023	Open
C50037228	Trouble	Brightspeed Business Voice	S2308-10744	03/12/2023	10/05/2023	IP
C50031917	Trouble	Brightspeed Business Voice	S2308-10731	09/22/2023	09/27/2023	Open
C50031714	Trouble	Brightspeed Business Voice	S2308-10731	03/20/2023	09/27/2023	Open
C50030781	Trouble	Brightspeed Business Voice	S2308-10731	03/18/2023	09/17/2023	Open
C50033136	Trouble	Brightspeed Business Voice	S2308-10731	10/05/2023	10/05/2023	Open
C50029220	Trouble	Brightspeed Business Voice	S2308-10740	11/03/2023	11/03/2023	Open
C50037645	Trouble	Brightspeed Business Voice	S2308-10731	09/19/2023	09/27/2023	Open
C50031123	Trouble	Brightspeed Business Voice	S2308-10731	09/12/2023	09/27/2023	Open
C50036269	Trouble	Brightspeed Business Voice	S2308-10731	11/16/2023	11/16/2023	Open

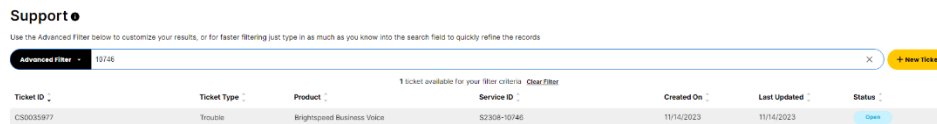
The list of all Support tickets entered against your Customer Account will be shown, with the default ordering based on the most recent Ticket ID to oldest Ticket ID. This can be modified by clicking the up or down arrow on the top of any of the columns presented (below).

Service ID 

- S2308-10746
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744
- S2308-10744



Likewise, entering at least a portion of anything you would like to search for in the Search Bar will yield any results found in any column:



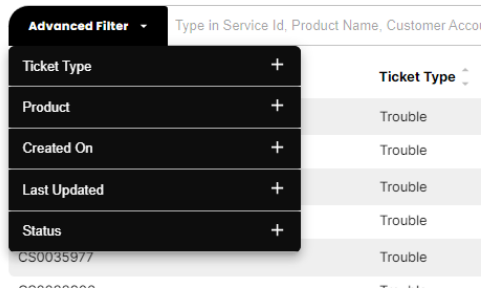
There are no field limitations on the Search Bar – it will search the entire grid of fields for the character string entered. Alphanumeric characters plus special characters (ampersand, hyphen, slash, etc.) are acceptable.

Advanced Filter

The **Advanced Filter** allows you to select from a list of categories, specify a value in these categories, and dates that Support Tickets were created or last updated on. The Status category gives you a choice of any specific status or statuses you would like to see. Clicking on multiple status entries will combine those selected.

Support

Use the Advanced Filter below to customize your results, or for faster filter

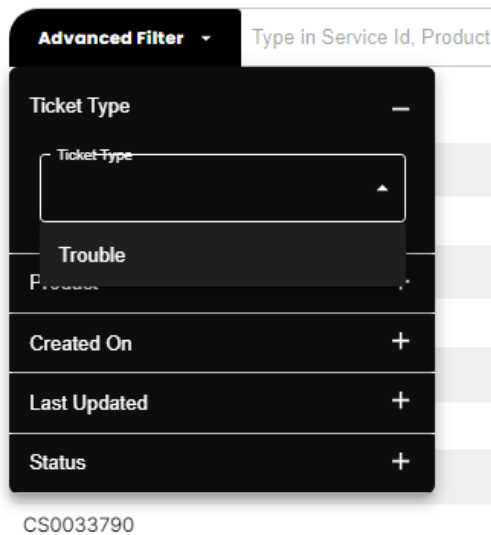


Ticket Type will select and display the specific Ticket Type in the dropdown box offered after clicking the Plus sign (+) on the right.

Currently, the only Ticket Type available is Trouble, which is a problem encountered on a specific service subscription on your Customer Account.

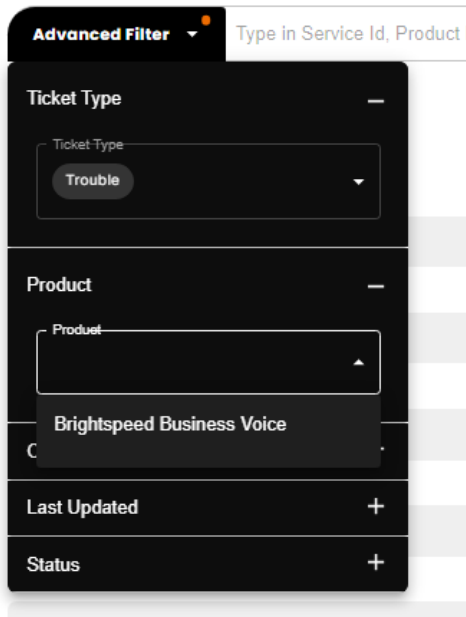
As more Ticket Types are enabled, this will become available, and these Ticket Types will be displayed in the list.

Use the Advanced Filter below to customize your re



Like **Ticket Type**, you may also select the appropriate **Product** (after clicking the + on the right side). The selection of Products currently contains only Brightspeed Business Voice, but as more products are eligible to open a Support Ticket against, this list will also grow.

Use the Advanced Filter below to customize your re



Advanced Filter Type in Service Id, Product

Ticket Type —

Ticket Type

Trouble

Product —

Product

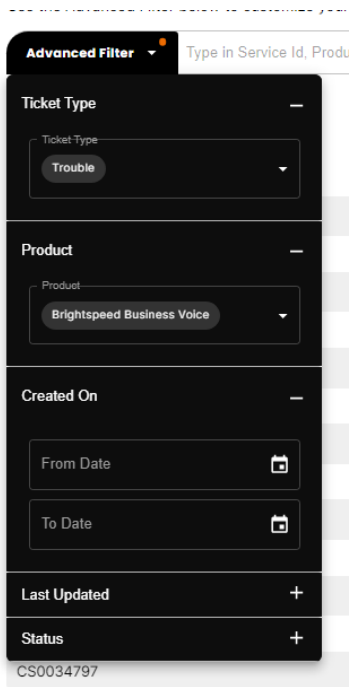
Brightspeed Business Voice

Last Updated +

Status +

Created On and **Last Updated** allow for a range of dates to be entered. Although you can fill out both categories, only one will usually suffice.

Click on the + to open the category, and then either type the dates in, or select the calendar on the right side of the fields. Select the appropriate start/stop date range you would like, and the list will populate behind.



Advanced Filter Type in Service Id, Product

Ticket Type —

Ticket Type


Trouble


Product —

Product

Brightspeed Business Voice

Created On —

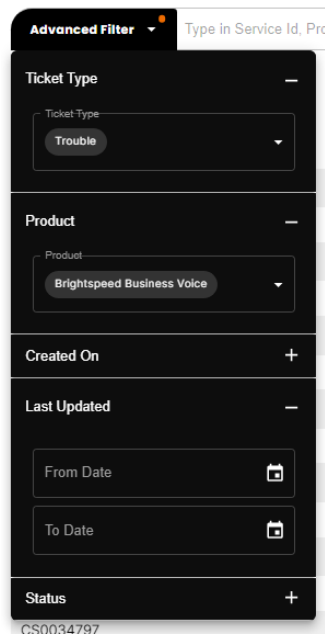
From Date 

To Date 

Last Updated +

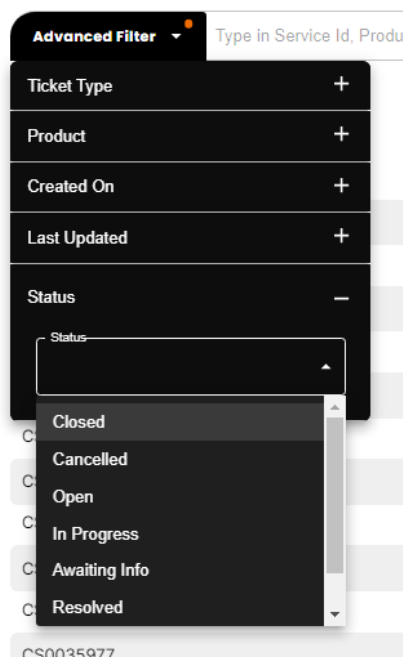
Status +

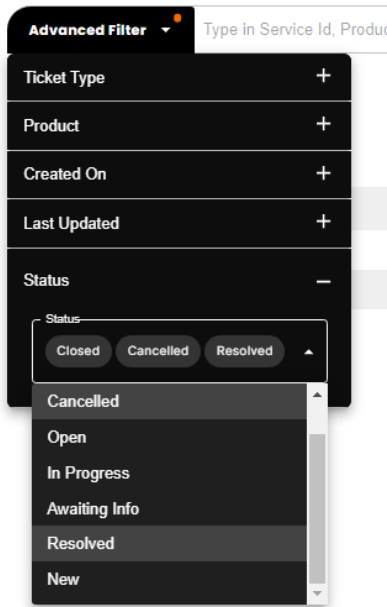
CS0034797



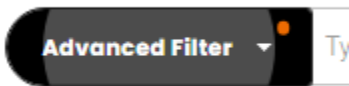
The **Status** dropdown (after clicking +) offers a list of all available Ticket Statuses.

Click on one or more to see an aggregated list of all Support Tickets matching the statuses selected. As you select, they will be shown above in the Status box, and will also appear behind the Advanced Filter in the list. Click anywhere not in the black Advanced Filter box to see just the list.





USE THE ADVANCED FILTER BELOW



If you see a red indicator on the **Advanced Filter**, this indicates that at least one of the filter categories within was selected. To see which filters, you will see the colored pills (oval boxes around text, with X at the right), each color indicating a different filter category.

In the pictures below, there were 3 different advanced filters selected, Ticket Type (1 filter in **RED**), Product (1 filter in **GREEN**), and Status (3 filters in **ORANGE**). Each pill box will indicate the exact filter selected.

There is also a total count of tickets resulting from the filters/search requested.

Use the Advanced Filter below to customize your results, or for faster filtering just type in as much as you know into the search field to quickly refine the records

Advanced Filter [New Ticket](#)

Selected Filters: 🔴 Trouble 🟢 Brightspeed Busin... 🟠 Closed 🟠 Cancelled 🟠 Resolved

3 tickets available for your filter criteria [Clear Filter](#)

Ticket ID	Ticket Type	Product	Service ID	Created On	Last Updated	Status
CS0031159	Trouble	Brightspeed Business Voice	52309-10744	09/12/2023	10/05/2023	Resolved
CS0031135	Trouble	Brightspeed Business Voice	52309-10731	09/12/2023	10/05/2023	Closed
CS0031124	Trouble	Brightspeed Business Voice	52308-10731	09/12/2023	10/05/2023	Cancelled

Selected Filters: 🔴 Trouble 🟢 Brightspeed Busin... 🟠 Closed 🟠 Cancelled 🟠 Resolved

3 tickets available for your filter criteria [Clear Filter](#)

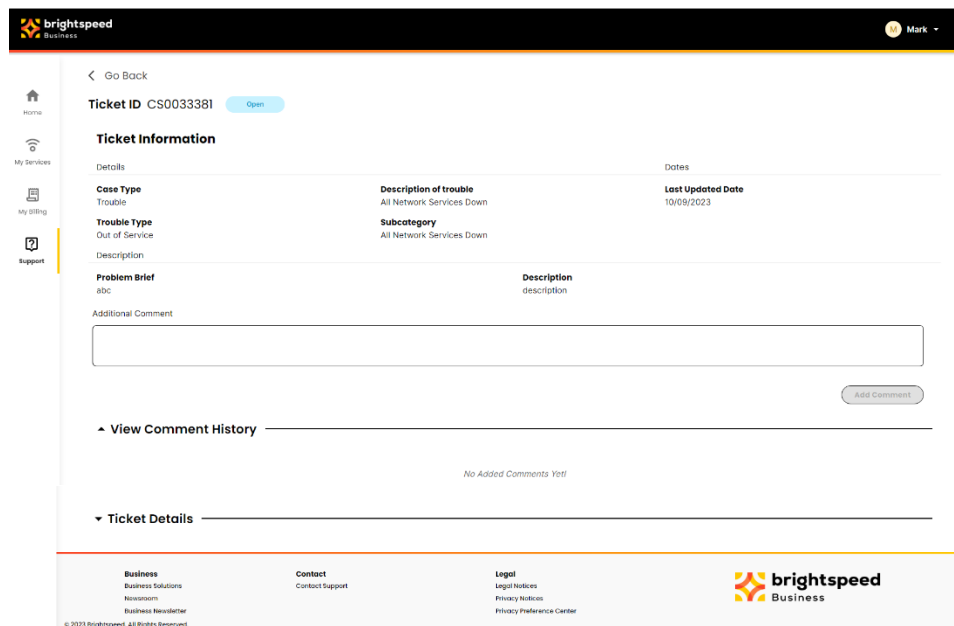
Currently, there is only a single **Ticket Type** and single **Product** to choose from, but more will be added as they are brought online.

You may individually clear any of the filters chosen by clicking the X on that individual item, or you may clear all filters by clicking “[Clear Filter](#)”. Any filters or search items will be cleared, and you will see the complete list of tickets assigned to your Customer Account.

The Advanced Filter can be used in conjunction with the Search Bar, by simply entering what you would like to search for (or as much as you know) in the Search Bar, then select Advanced Filter and select what you would like there as well.

If you want to clear what you entered in the Search Bar, feel free, as this will automatically refresh the existing filters to give you the corresponding list.

Support Ticket Details



brightspeed Business Mark

Go Back

Ticket ID CS0033381 Open

Ticket Information

Details		Dates
Case Type Trouble	Description of trouble All Network Services Down	Last Updated Date 10/09/2023
Trouble Type Out of Service	Subcategory All Network Services Down	

Description

Problem Brief
abc

Description
description

Additional Comment

Add Comment

View Comment History

No Added Comments Yet!

Ticket Details

Business
 Business Solutions
 Newsroom
 Business Newsletter

Contact
 Contact Support

Legal
 Legal Notices
 Privacy Notices
 Privacy Preference Center

brightspeed Business

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brightspeed Business
Mark

Ticket Details

Service Information


Service Information		Dates	
Service ID S2308-10744	Customer Account YNA7P1DGHW	Activation Date 08/28/2023	
Service Address 5409 Gallop Way, Texarkana, T		Product Name Brightspeed Business Voice	
Service Status Active			

Site Contact Information

Contact Information		Availability		Testing	
Site Contact abc	Site Contact Tn	Business Hours 24/7	Intrusive Testing Authorized No		

Caller Information

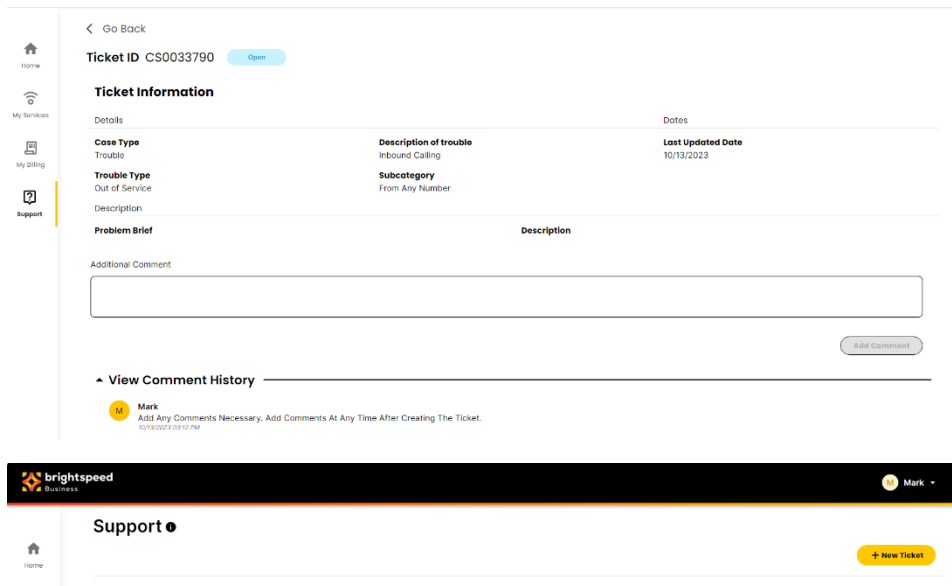
Contact Information	
Caller dev-nlth-admin@drojar.com	Caller Tn +1 (111) 111-1111



Comment Added Successfully.

Comment added successfully for Ticket ID CS0033790

Close



The screenshot displays the Brightspeed Business support interface. On the left is a navigation sidebar with icons for Home, My Services, My Billing, and Support. The main content area shows a ticket for ID CS0033790, which is currently open. The ticket information is organized into sections: Details, Description, and Additional Comment. The Details section includes Case Type (Trouble), Description of trouble (Inbound Calling), Last Updated Date (10/13/2023), Trouble Type (Out of Service), and Subcategory (From Any Number). The Description section contains a Problem Brief and a Description field. Below this is an Additional Comment section with a text input box and an 'Add Comment' button. A 'View Comment History' section is also visible, showing a 'Mark' button and a note: 'Add Any Comments Necessary. Add Comments At Any Time After Creating The Ticket. 10/13/2023 8:10 PM'. At the bottom of the page, there is a 'Support' header with a 'New Ticket' button.

And it was at this point that Services went down... 😞 Still down 11/21...