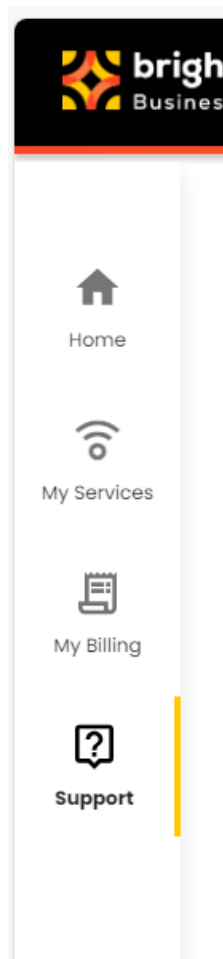


The Brightspeed Business Hub Support module allows you to view all support tickets opened against the Customer Account assigned to the signed in user. You can select any of these to get more details about that ticket. With the correct permissions assigned, you can also open a new Support Ticket, or add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



Support						
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 - Type in Service ID, Product Name, Customer Account, Ticket ID, Ticket Status etc., here to quick filter your results						
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	Closed
C50031124	Trouble	Brightspeed Business Voice	S2308-10731	09/12/2023	10/05/2023	Cancelled
C50034233	Trouble	Brightspeed Business Voice	S2308-10764	10/23/2023	11/03/2023	Open
C50032150	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	10/16/2023	10/16/2023	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	10/16/2023	10/16/2023	Open
C50031228	Trouble	Brightspeed Business Voice	S2308-10764	09/12/2023	10/05/2023	IP
C50031957	Trouble	Brightspeed Business Voice	S2308-10731	09/22/2023	09/27/2023	Open
C50031784	Trouble	Brightspeed Business Voice	S2308-10731	09/20/2023	09/27/2023	Open
C50030191	Trouble	Brightspeed Business Voice	S2308-10731	09/19/2023	09/19/2023	Open
C50030136	Trouble	Brightspeed Business Voice	S2308-10731	10/05/2023	10/05/2023	Open
C50029520	Trouble	Brightspeed Business Voice	S2308-10740	11/03/2023	11/03/2023	Open
C50031645	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
C50035269	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

Service ID 

S2308-10731

S2308-10731

S2308-10731


S2308-10731

S2308-10731



S2308-10731


S2308-10731

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:








Support 

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  10731 



1 ticket available for your filter criteria [Clear Filter](#)

Ticket ID 	Ticket Type 	Product 	Service ID 	Created On 	Last Updated 	Status 
CS0035977	Trouble	Brightspeed Business Voice	S2308-10746	11/14/2023	11/14/2023	Open

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

Advanced Filter

Type in Service Id, Product Name, Customer Account

Ticket Type	+	Ticket Type
Product	+	Trouble
Created On	+	Trouble
Last Updated	+	Trouble
Status	+	Trouble
CS0035977		Trouble

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

Advanced Filter

Type in Service Id, Product

Ticket Type

Ticket Type

Trouble

Product

+

Created On

+

Last Updated

+


Status


+

CS0033790


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 


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 


Ticket Type 


Ticket Type


Trouble 


Product 


Product


Brightspeed Business Voice 

Created On 

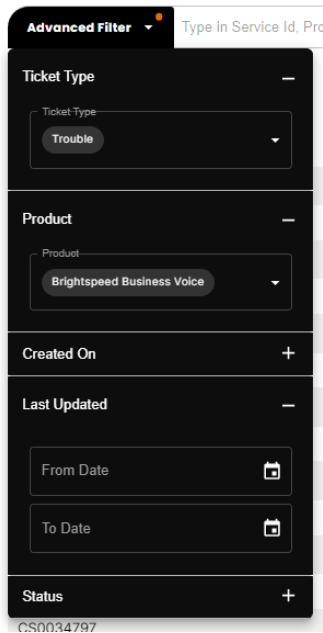
From Date 

To Date 

Last Updated 

Status 

CS0034797



Advanced Filter Type in Service Id, Pro

Ticket Type —

Ticket Type

Trouble

Product —

Product

Brightspeed Business Voice

Created On +

Last Updated —

From Date

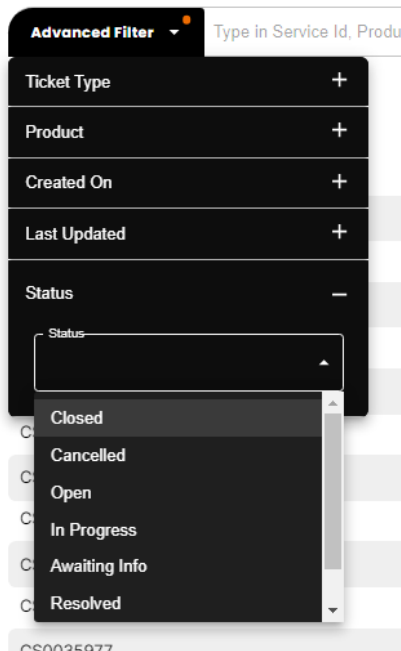
To Date

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.



Advanced Filter Type in Service Id, Produ

Ticket Type +

Product +

Created On +

Last Updated +

Status —

Status

Closed

Cancelled

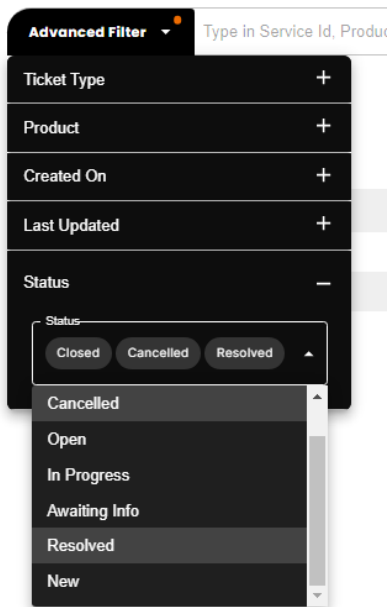
Open

In Progress

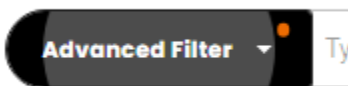
Awaiting Info

Resolved

CS0035977



USE THE ADVANCED FILTER DEL



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 Type in Service Id, Product Name, Customer Account, Ticket id, Ticket Status etc., here to quick filter your results

Selected Filters: 1 Trouble 1 Brightspeed Busin... 3 Closed 3 Cancelled 3 Resolved

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

Ticket ID	Ticket Type	Product	Service ID	Created On	Last Updated	Status
C50031159	Trouble	Brightspeed Business Voice	52308-10784	09/12/2023	10/05/2023	Resolved
C50031135	Trouble	Brightspeed Business Voice	52308-10731	09/12/2023	10/05/2023	Closed
C50031124	Trouble	Brightspeed Business Voice	52308-10731	09/12/2023	10/05/2023	Cancelled

Selected Filters: 1 Trouble 1 Brightspeed Busin... 3 Closed 3 Cancelled 3 Resolved

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

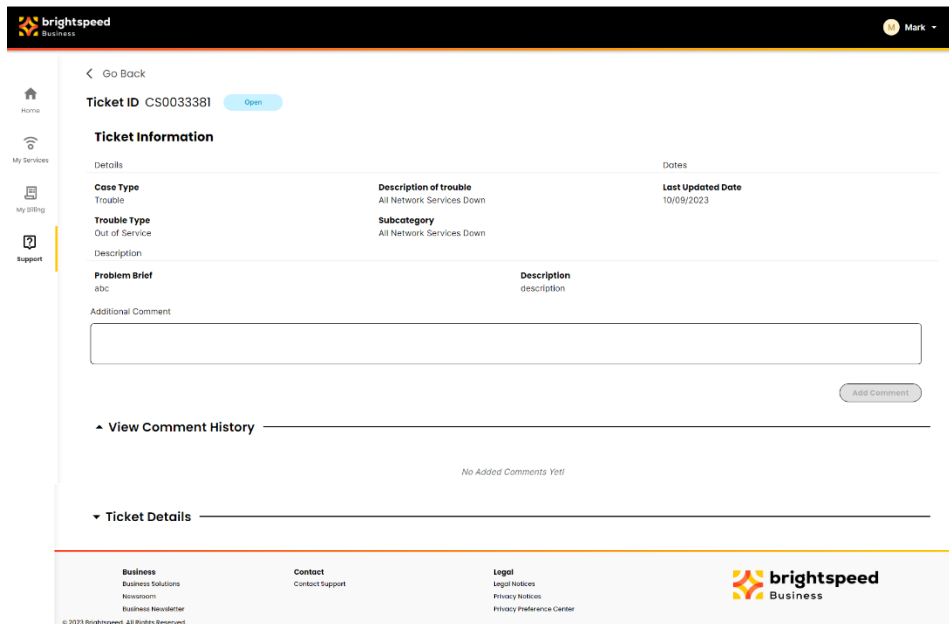
Currently, there is only a single **Ticket Type** and single **Product** to choose from, but more will be added as they are brought online.

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



The screenshot shows the Brightspeed Business support portal interface. At the top, there's a navigation bar with the Brightspeed Business logo and a user profile icon labeled 'Mark'. Below this is a sidebar with navigation links: Home, My Services, My Billing, and Support (which is highlighted). The main content area displays ticket details for Ticket ID CS0033381. It includes a 'Go Back' link and an 'Open' button. The 'Ticket Information' section is divided into 'Details' and 'Dates'. The 'Details' section shows 'Case Type' as 'Trouble', 'Description of trouble' as 'All Network Services Down', 'Trouble Type' as 'Out of Service', and 'Subcategory' as 'All Network Services Down'. The 'Dates' section shows the 'Last Updated Date' as '10/09/2023'. Below this is a 'Description' section with a 'Problem Brief' (abc) and a 'Description' (description). There is an 'Additional Comment' text area and an 'Add Comment' button. A 'View Comment History' section shows 'No Added Comments Yet!'. At the bottom, there is a 'Ticket Details' section. The footer contains links for Business, Contact, and Legal, along with the Brightspeed Business logo and copyright information.

brightspeed
Business

Go Back

Ticket ID CS0033381 [Open](#)

Ticket Information

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

Description

Problem Brief	Description
abc	description

Additional Comment

[Add Comment](#)

[View Comment History](#)

No Added Comments Yet!

[Ticket Details](#)


Business
Business Solutions
Resources
Business Newsletter


Contact
Contact Support


Legal
Legal Notices
Privacy Notices
Privacy Preference Center


brightspeed
Business

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 Home

 My Services

 My Billing

 Support

Ticket Details

Service Information


Service Information		Dates
Service ID 52308-10744	Customer Account YNA7PIDGHW	Activation Date 08/28/2023
Service Address 5409 Galloping 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-nltn-admin@dropjar.com	Caller Tn +1 (111) 111-1111



Comment Added Successfully.

Comment added successfully for Ticket ID CS0033790

Close

home

My Services

My Billing

Support

< Go Back

Ticket ID CS0033790 Open

Ticket Information

Details

Case Type

Trouble

Trouble Type

Out of Service

Description

Problem Brief

Description of trouble

Inbound Calling

Subcategory

From Any Number

Dates

Last Updated Date

10/13/2023

Additional Comment

Add Comment

View Comment History

Mark

Add Any Comments Necessary. Add Comments At Any Time After Creating The Ticket.

10/13/2023 08:10 PM

brightspeed

Business

Mark

Support

New Ticket