

Best Practices for Submitting Support Issues with Zendesk Advocacy



- **Scope**
 - Which subdomain(s) are facing issues with Support?
 - Which area within Support is facing the issue?
 - How many Agents are reporting issues with the specific Support issue?
 - Do you have any ticket examples (if ticketing is specifically impacted)?
- **Time**
 - When did the issue start?
 - When did the issue end?
 - Were they affected the whole time or was it intermittent?
- **Detailed Description (Please be as specific as possible)**
 - Could you describe the issue in detail, from what you're seeing on your side?
 - How often does this happen? Is there a specific timeframe?
 - Does this issue occur generally or when you follow a specific workflow?
 - What exact error message/response is being received?
 - How can we replicate this issue?
 - What's the expected behaviour from your side?
- **Configuration**
 - Mac, Windows, other? Which versions?
 - Browsers? Which versions? Any browser add-ons?
 - Screenshot from <https://supportdetails.com/>
- **Screenshots or Screen Capture?**
 - Are you able to provide a screenshot of what the issue looks like at your end?
 - Can you take a video of the replication?
 - What was the timestamp of when this video was taken so that we can compare it with our backend logs?
- **HAR File**
 - If the issue is about missing functionality, missing data and broken UI, kindly send a [HAR File](#) as well.