

Launch NPDI & TT - Communication

Error handling & contact support

- An automatic email will trigger to the BPM support team if in case of any process failure via Freshdesk ticketing tool.
- In case the user is facing any issues while performing any activity in the application or accessing the application, they may perform any of the below activities to trigger a support request:
 - *Email to Freshdesk support:*
 - Send an email to 'IS-CAPG-BPM@solveysbs.freshdesk.com
 - Provide all the details of the issue i.e. Task Name, Project Name, Issue details etc
 - If possible a snippet would help the support team rectify the issue in the shortest period of time.
 - *Open a ticket manually via Freshdesk:*
 - Login to Freshdesk Tool URL - <https://sbs-support.solvay.com>
 - Choose an option to create a new ticket, and choose the below options:

Type *	IS Request
Subtype *	Support
Functional Area *	BPM (Techno)
IS-Process	IS Techno
IS-Subprocess	ERP Integration
IS-Category	BPM
Application *	BPM - Other