

Requesting Seeq Support

When working with Seeq, it is very common that a user would need support from the vendor to:

- Help the user create a calculation
- Get clarity of why results didn't met the user expectations
- Highlight a bug
- Request a feature that could be helpful in the future.

For all of the above, a user should create a support ticket or book an office hours session with a Seeq Analytics Engineer.

This document explains the different ways a Seeq user can request support and interact with a Seeq Engineer.

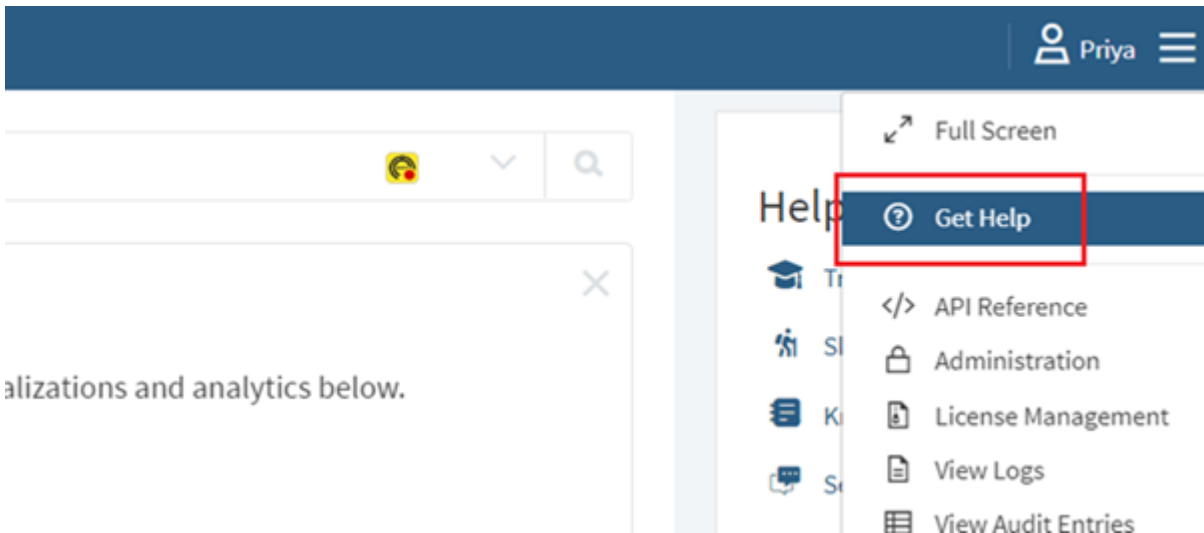
Create a Support Ticket

The first step is always to create a support ticket. This can be done in two different ways:

- The Seeq User Interface
- [Seeq Support Portal](#)

Create a support ticket using the Seeq User Interface

Starting from R62, creating a ticket automatically creates logs, without the customer being notified. The process is very similar to the previous releases. In the Seeq instance, click on the hamburger drop-down on the right; and choose 'Get Help'



Search for a knowledge base article or choose 'Let us Help You' to create a support ticket.

Help Yourself

Seeq's Knowledge Base is the first stop in solving your problem. It is easily searchable and regularly updated with troubleshooting and how-to articles and videos.


[Visit Knowledge Base](#)

Let us Help You

Describe the issue in the Summary box; and click on the drop-down to choose between a support ticket or feature request.

Help Yourself

Let us Help You

Name 

Email

Summary

Reason for Contacting Seeq

Something went wrong

Feature request

Other

If you want to send Seeq logs, Click on Download Logs then click on the link highlighted by the red arrow to create a support ticket and attach the logs.

Send Support Request

Priya Rajkumar ✓

priya.rajkumar@seeq.com ✓

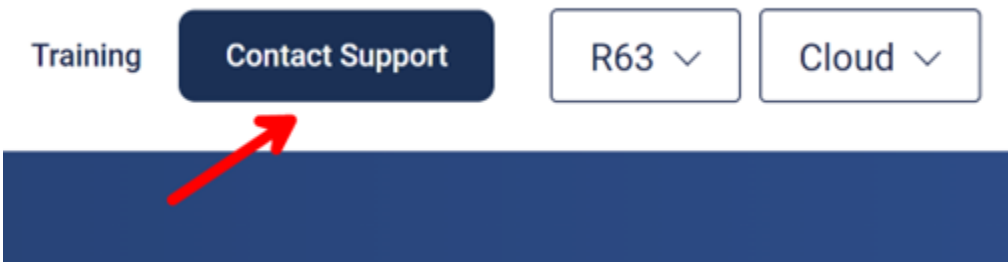
Description ✗

Logs successfully zipped and are downloading. [Click here to create a support ticket to which you can attach the downloaded logs.](#)

Download Logs Send

Create a support ticket with Seeq Support Portal

This is the recommended way of doing it. Once you open this [url](#), click on contact Support button as shown below:



This will get you to the below page where you will need to choose in the list.

Seeq Welcome to the Seeq Support Portal!

User Resources:

- **Seeq Community** website for discussions on analytics use cases and best practices
- **Seeq Knowledge Base** for troubleshooting and how-to articles.
- **Seeq – SaaS Migration Resources** for updated SaaS product and migration information.

What can we help you with?



Analytics Help

Click here for help creating analytics and using Seeq applications, including Workbench, Organizer, Data Lab. You can also let us know about bugs or ideas for new features.



IT Support

Click here if you are encountering errors or you need help installing/configuring/connecting Seeq or troubleshooting errors.



Licensing and billing questions

Click here if you have questions about licensing or billing.



Seeq – SaaS Migration


Click here to get help with an on-premise to SaaS/cloud migration.

You will probably not need to use the last two options (Licensing/Billing and SaaS Migration). The StarTek team will take care of that. As a Seeq user, you have the choice between:


- **Analytics Help:** you can use this choice when your question is about Seeq usage in any of the three solutions: Workbench, Organizer, Data Lab. Examples of questions can be: how can I find the maximum temperature of my reactor in the last 5 batches or how to pull data in Seeq Data Lab to create a customer algorithm?
- **IT Support:** This is primarily used when you have a problem using Seeq for example:
 - You can't connect to your data source
 - Data show gaps in Seeq
 - A calculation isn't updating
 - A script was working and is not working anymore.

In both cases, you will be asked to fill a form and to enter the maximum information you have about the issue/question you encounter. This will help the Seeq team triage your request and assign the appropriate person to your support ticket.

What can we help you with?

 **Analytics Help**
Click here for help creating analytics and using Seeq applications, including... ▼

Raise this request on behalf of *

 Selmane Sekkai (selmane.sekkai@seeq.com) ✕ ▼

Summary *

Severity

S4 - Most common - Issue or question with limited impact to users ✕ ▼

Seeq Version *

▼

Found on the bottom left corner of your Seeq Workbench.

Preferred Timezone

Specify your timezone to help us if we need to contact you.

Server Name

If possible please include the Seeq server or service this pertains to. You can copy paste it from the browser address bar. E.g. seeqamericas01 or mycompany.seeq.site

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Add participants

Specify additional participants for this ticket here. They will be notified and they can add comments. Copy and paste from an email client address bar or type out emails (using semi-colons to separate each one).

Share with *

 Share with Seeq Corporati... ▾

Send

Cancel

The severity field is a very important one and should be filled carefully:

S4 - Most common - Issue or question with limited impact to users

S3 - Somewhat common - Issue that has a moderate impact to users

S2 - Least common - Serious degradation of service performance or functionality

S1 - Rare - Production system down or major malfunction affecting business and high number of users

S1 and S2 severities should only be used when there's a serious degradation of the Seeq Server, for example:

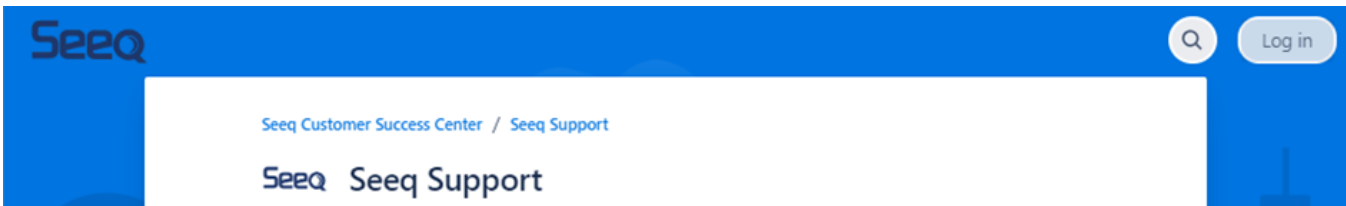
- Can't connect to Seeq
- Reports don't update
- An upgrade went wrong...

Before opening any support ticket of these severities, please contact the StarTek team as they can fix a vast majority of the issues encountered. If they can't fix it, they will escalate to the Seeq IT Support team.

Registering on the Seeq Customer Success Center

Creating an account on the Seeq Customer Success Center allows you the convenience of being able to access your support cases from one location. You can view the status of your cases, add updates and attachments to existing cases, and open new cases. You also have the ability to view cases that have been opened by others in your company. To create an account, do the following from the Seeq Customer Success Center:

- Click **Log in** in the upper right corner.



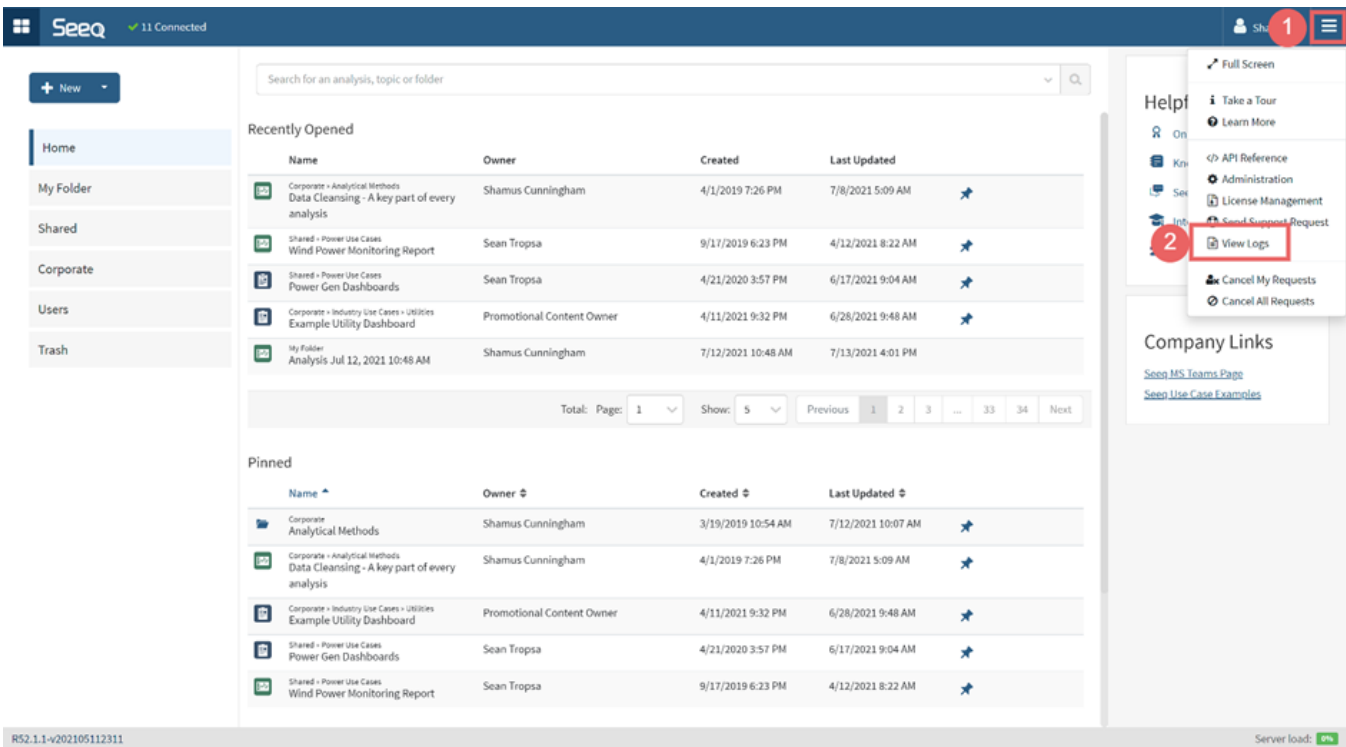
- Select **Sign up**
- Enter your email address

You will receive an email. Click the Sign up link in the email to complete your registration.

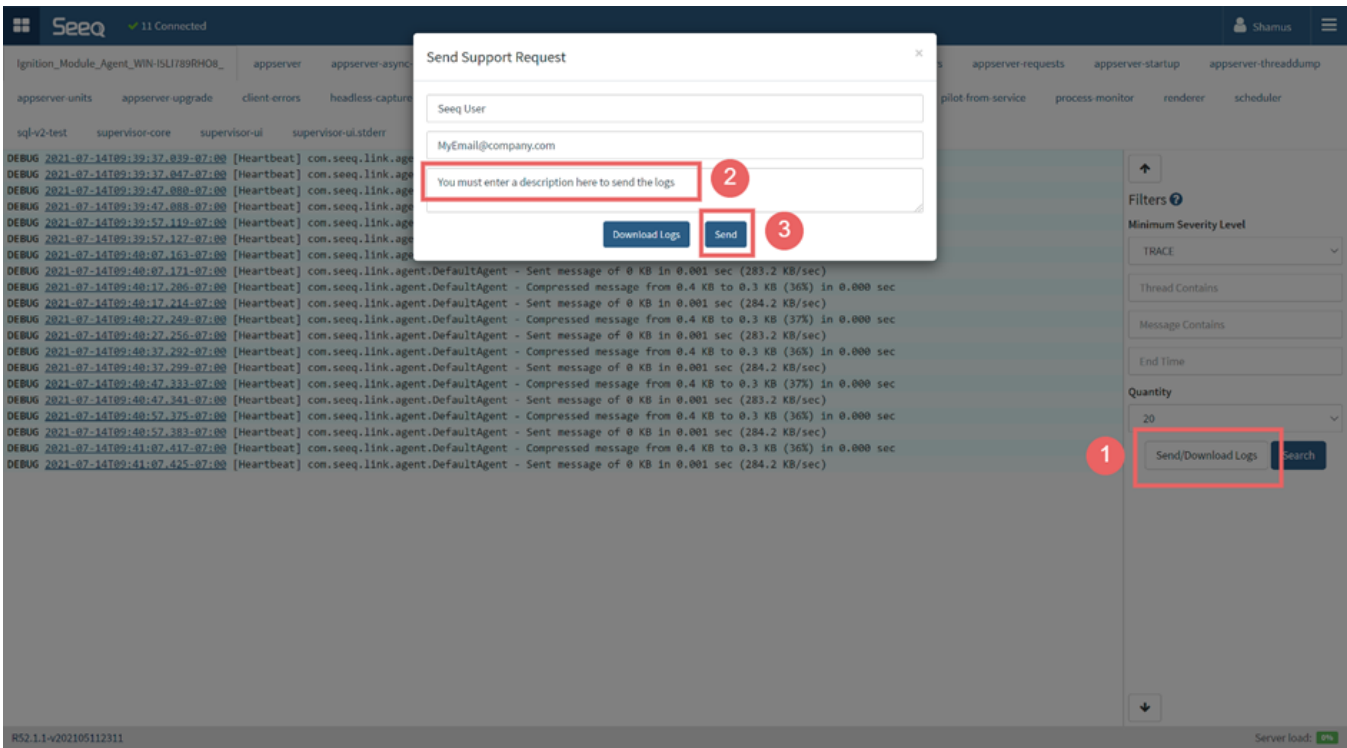
Sending Logs

In most IT Issues, Seeq Support will ask you to provide Seeq Logs to better troubleshoot the problem and get to the root cause of the problem. The procedure to send the logs is the following:

- Log into the Seeq application.
- Click on the three horizontal bars in the upper right corner of Seeq.



- Select **View Logs**.
- Click on **Send/Download Logs**.

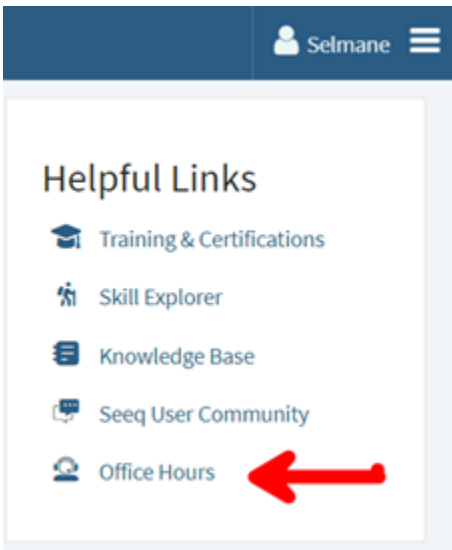


- Enter your name, email, and a short description and press "Send".

Seeq Office Hours - book a session with a SEEQ Analytics Engineer

If you have an analytics question and you want to speak directly with a Seeq Analytics Engineer in a Teams meeting, then Seeq Office Hours is the right channel for that. There are multiple 20 minute slots during the week in different time zones for the sessions (note that all sessions are in English).

To book a session, click first on the Office Hours link in Seeq's home page:



Once there, you will be able to choose the date and the time for the session (not that times below are in your timezone)



Seeq Office Hours

English Language Office Hours
Session

Ask questions directly to our esteemed A... [Read more](#)

Free · 20 minutes

Booking for **English Language Office Hours Session**

November 30

DATE

TIME

< > November 2023

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

9:00 AM

9:20 AM

9:40 AM

10:00 PM

10:20 PM

10:40 PM

All times are in (UTC+01:00) Brussels, Copenhagen, Madrid, Paris