

# SAS - Freshdesk

It is possible to create a freshdesk ticket automatically by sending an email to : [Sbs-support@support.solvay.com](mailto:Sbs-support@support.solvay.com)

The mail should follow this template :

*Sender: [sas-global-noreply@solvay.com](mailto:sas-global-noreply@solvay.com)*

*To: [sbs-support@support.solvay.com](mailto:sbs-support@support.solvay.com)*

*CC:*

*CCI:*

*Subject (should start): [SAS-Global-Alerting]<Short description of the issue>|<Unique Universel Identifier>*

*Body: <Put all information / log in order to facilitate the resolution of the ticket>*

A ticket should be created with the following fields:

Type = IS Request

Group = IS-TECHNO-BDA

Subtype = Service Monitoring

Functional Area = Big Data & Analytics (Techno)

IS Process = IS Techno

IS Category = Data Science Studio

Application = SAS