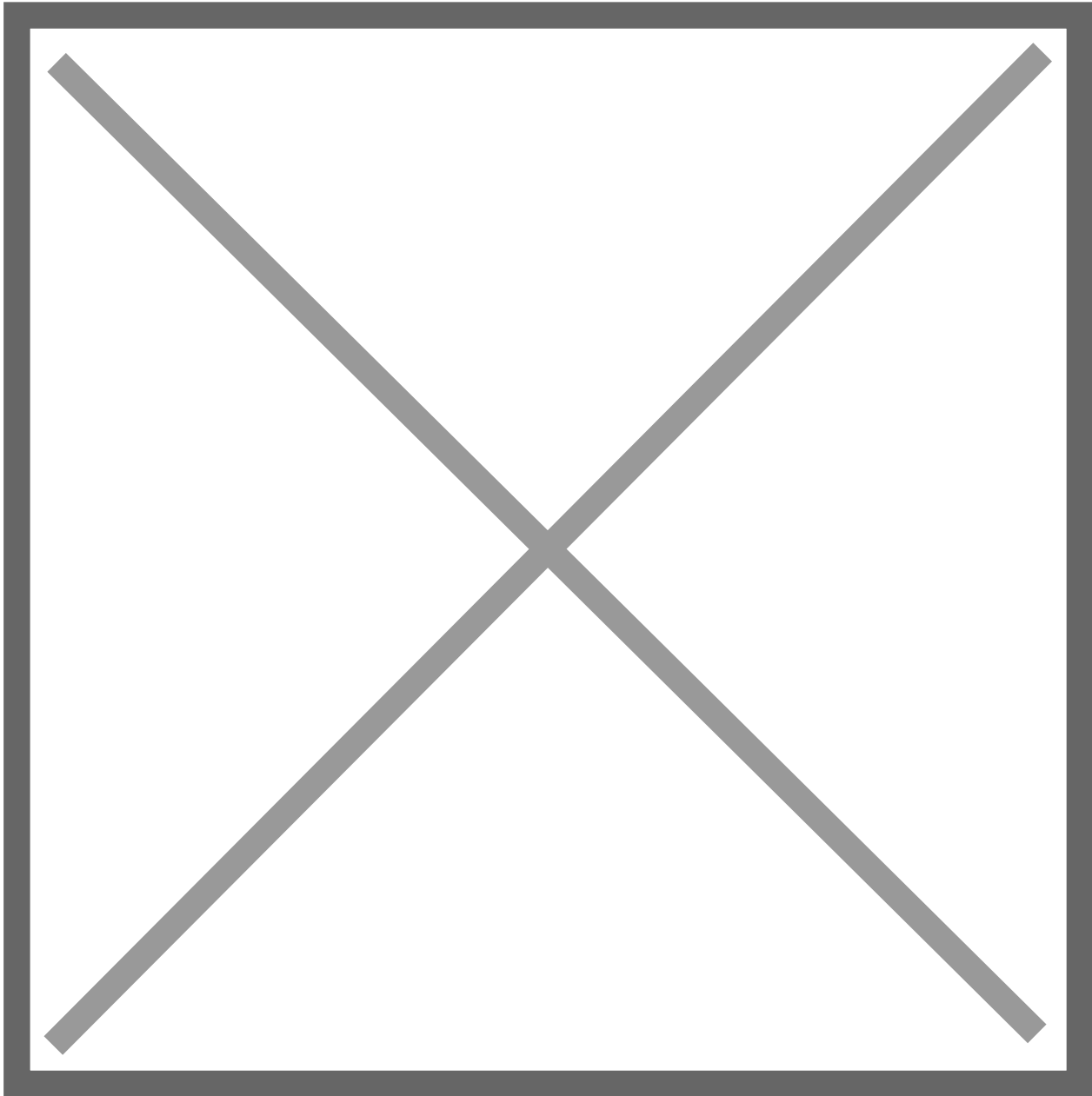


Support Request Search

- [Support Request](#)

Support Request

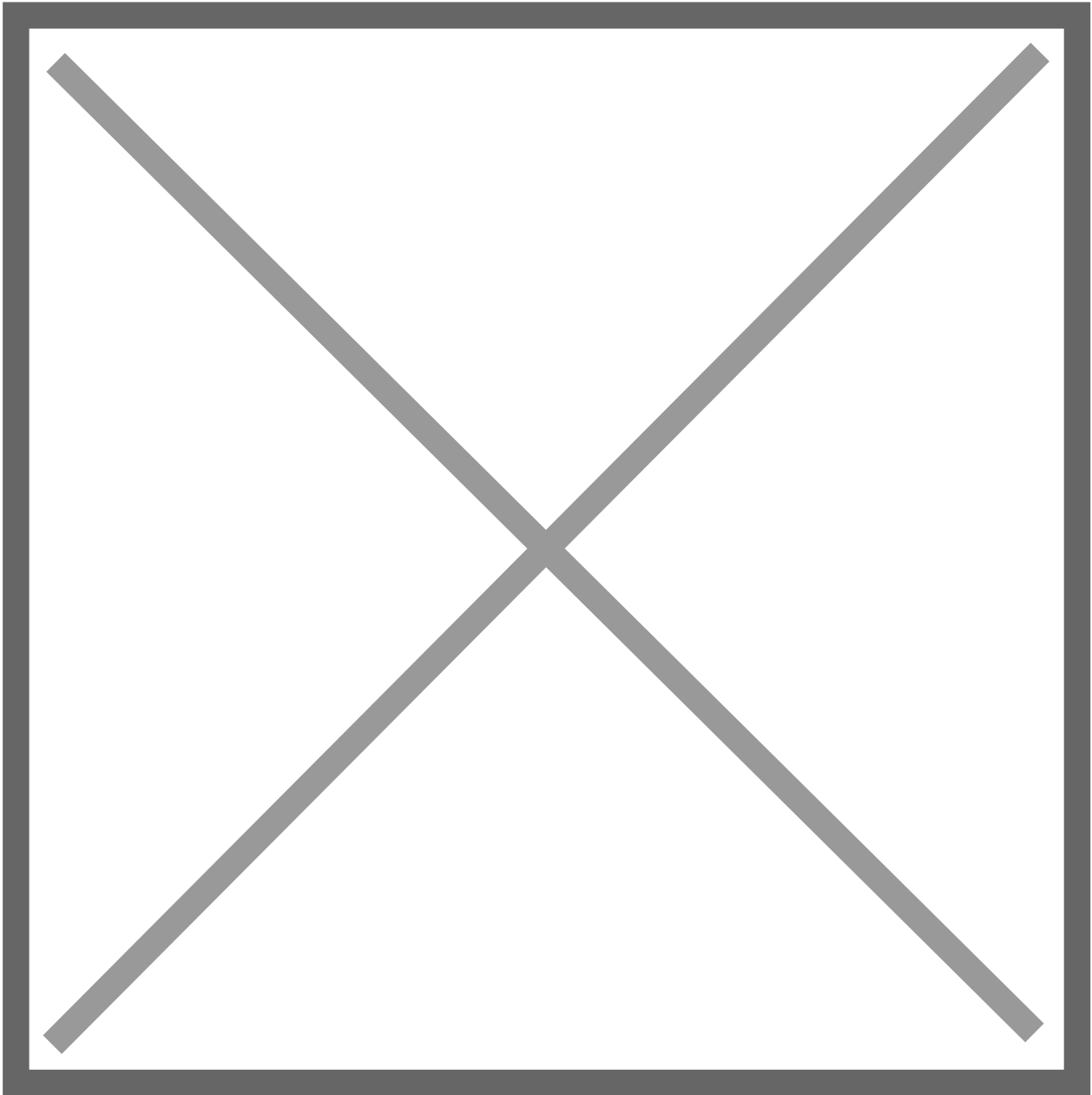


A support request search entails the list of requests sent through from the Website Support

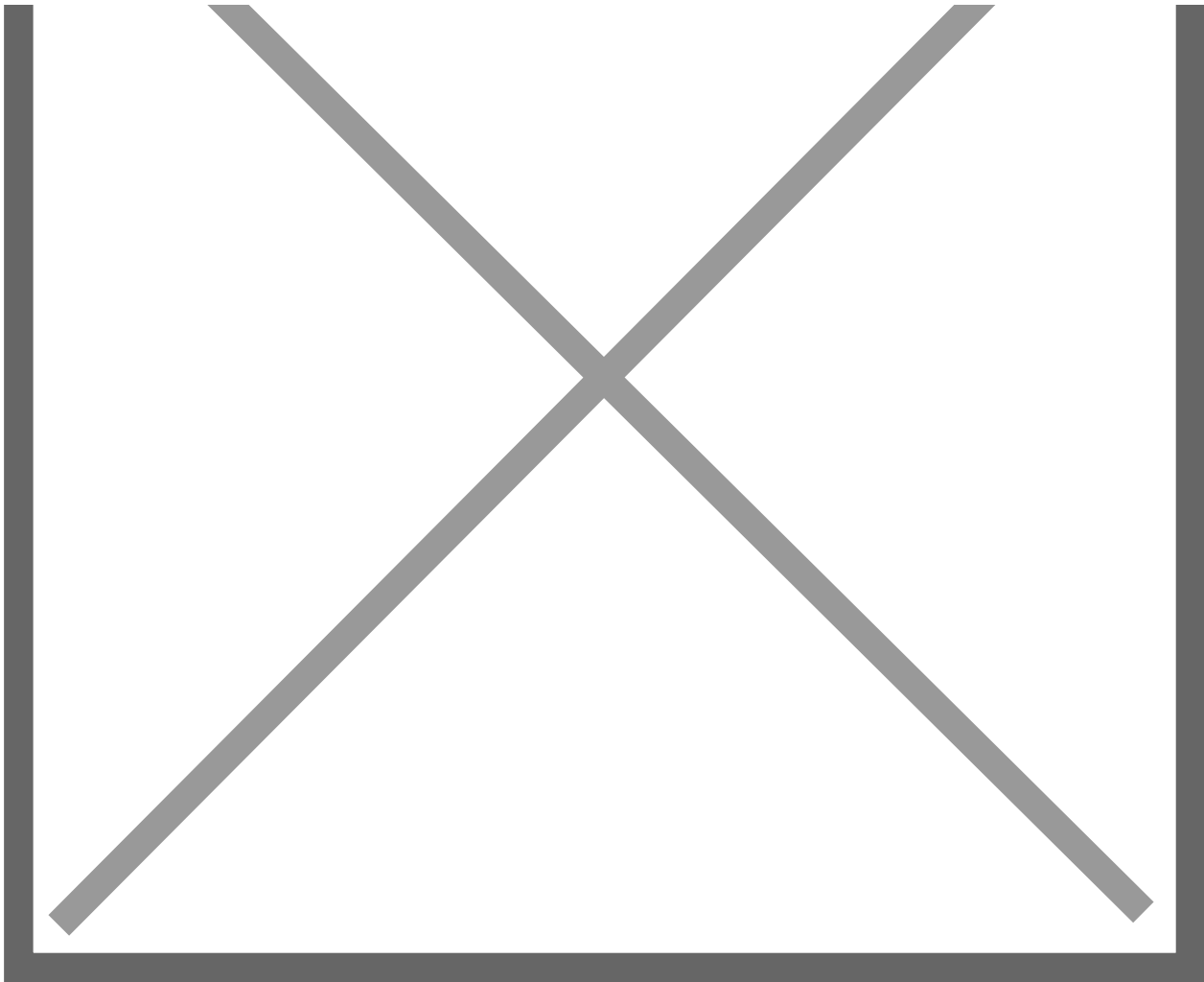
This is where they will be listed in the system

Normally all our command ribbons are at the top of the screen in WebAccounting

When you click on the Search Button It will give you the list of Support Request available



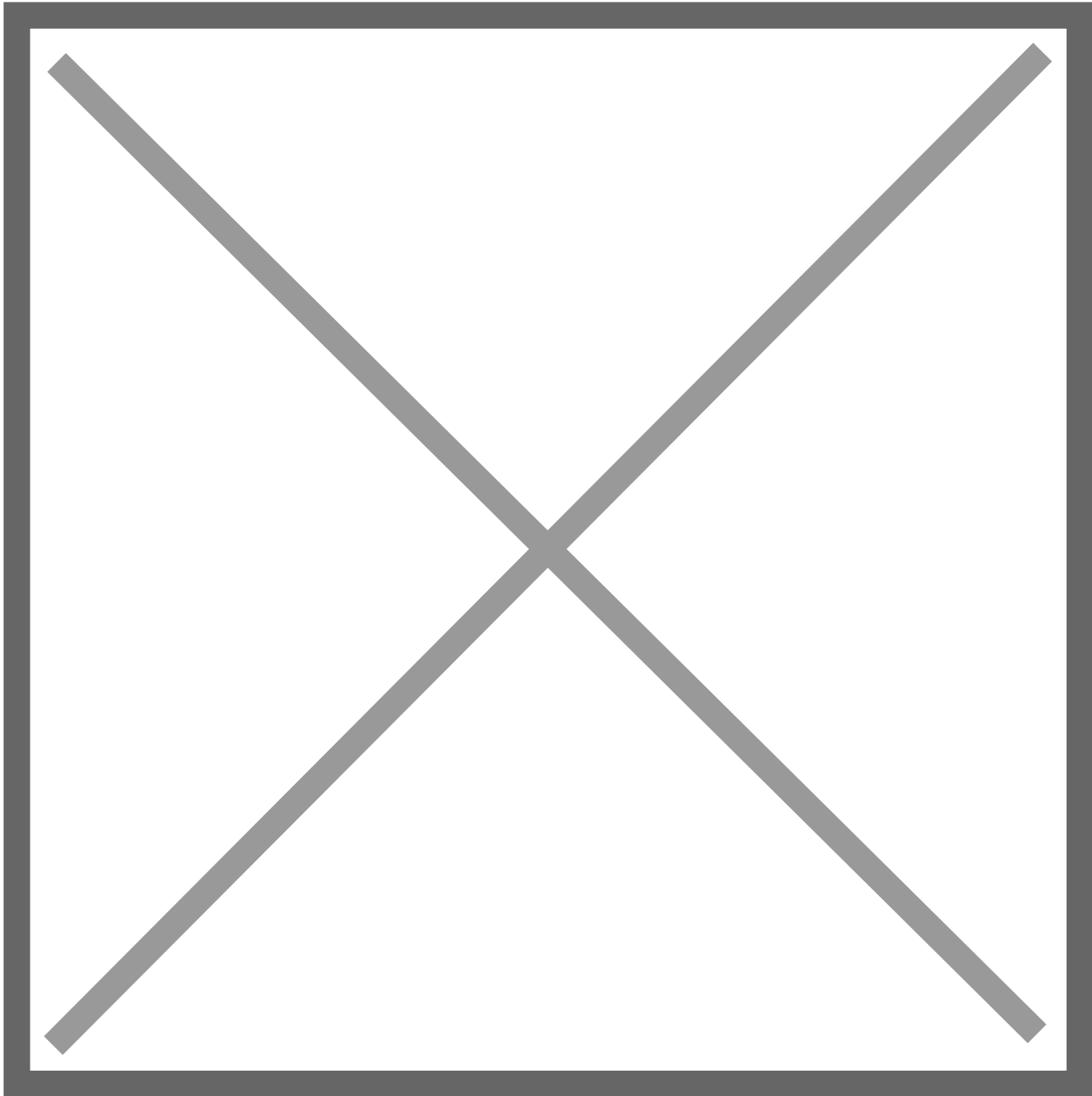
To view the details of the support request click on the view button



The support request can be promoted to a time log by a click of a button “to Time Log”

Or The Support Request can be promoted to a support log to be assigned to a specific person to handle the query.

The support request can also be promoted to a sales lead



Once the support log is promoted to either time log, support log or sales leads it will be moved from the support request search and can be found at the relevant allocation