



How to Submit a FAST Customer Support Ticket

For prompt, accurate and efficient customer support, please consider the following guidelines when opening a support ticket with Millennium:

Customer Support is designed for

- Reporting bugs (things in FAST that are not working correctly)
- Requesting new features or functionality
- Inquiring about upgrade availability
- Inquiring about training availability

The process

- Send an email to customersupport@mcsi.com
- This will generate an automated ticket number that is sent to you immediately via email
- Always include the case number in the subject line, or else a second case will be opened causing confusion
- The customer support representative will gather as much information as needed to resolve/address your concerns
- If coding changes are needed, these will be applied to your FAST Development/Test (i.e. non-production environment) only
- You will test/validate the changes in your Development or Test environment and respond to the same email thread to confirm that the changes meet your needs or to request additional detail
- Once you are satisfied with the outcome, advise the customer support staff by email, and the changes can then be applied to your Production environment of FAST

What to include when opening a support ticket

- In the Subject line include if this is TEST or PROD, and what application you are having issues with. Also include the case number if this issue has already been reported.
- A full screen shot of the issue/question that includes the full URL in your browser (not just a screen shot of the error message)
- A description of the issue with as much detail and additional screen shots as possible
- Outline in as much detail as possible, the steps taken to reproduce the error
- Include what you expected to happen and what actually happened.
- Does the problem exist for all reports, a specific report or for a group of reports
- Indicate what internet browser you are using and if the problem exists in any other browsers (e.g. Chrome, Firefox, Edge, etc.)

Please open one case per issue.

