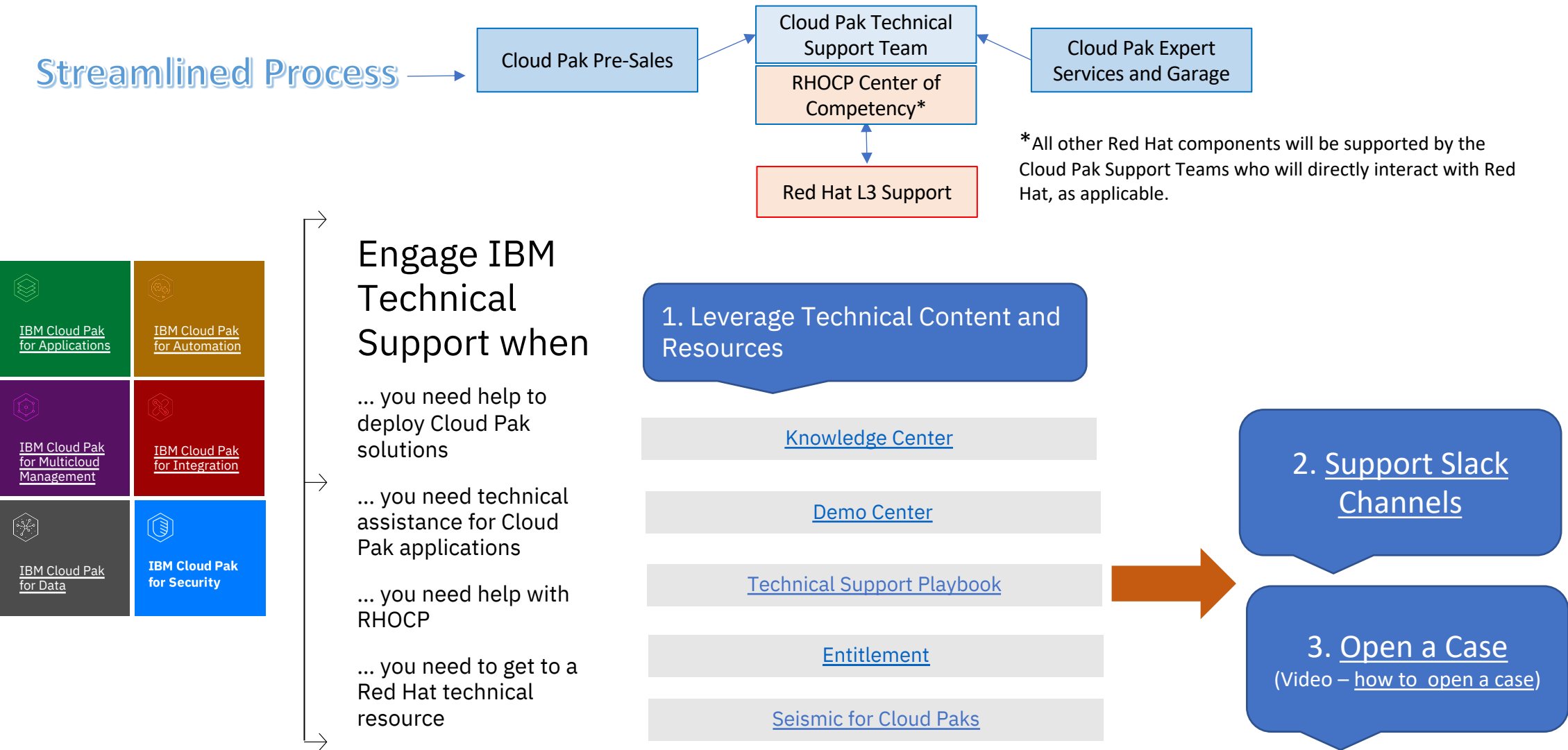


IBM Cloud Pak Technical Support Flow



IBM Tech Support

IBM Technical Support is the fast path to connect you and your Clients with technical skills









Cloud Pak Support Flow – Pre & Post Sales

Details are documented in the Cloud Pak Support Playbook: <https://playbook.cloudpaklab.ibm.com/cp-support/>

Seismic Resources: [Cloud Paks](#)

Resources on [Cloud Pak Central on W3](#)

Step 1: Explore self-help resources below

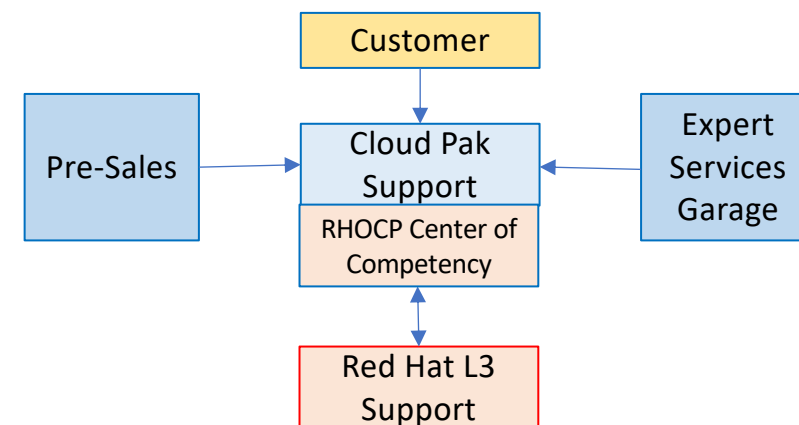
Cloud Paks on ibm.com	Knowledge Center	Demos
 Application	IBM Cloud Pak for Applications Documentation	Cloud Pak for Application Demo
 Automation	IBM Cloud Pak for Automation Documentation	Cloud Pak for Automation Demo
 Data	IBM Cloud Pak for Data Documentation	Cloud Pak for Data Demo
 Integration	IBM Cloud Pak for Integration	Cloud Pak for Integration Demo
 MCM	IBM Cloud Pak for Multicloud Management	Cloud Pak for MCM Demo
 Security	IBM Cloud Pak for Security	Cloud Pak for Security
 System	IBM Cloud Pak System Software	N.A.
	RHOCP Help Center	

Step 2: Chat with experts

Pre-Sales/PoC/Demo	Technical Help	Support
#kabanero-users	#app-platform	#cp4apps_l2_collab
#dba-techsales	#cp4auto-tech	#cp4auto-support
#cp4data-tech	#cloudpakfordata	#cloudpak4data-support
#icp4i-tech	#icp4i-tech	#icp4i-support-escalations
#cp4mcm-dev	#cp4mcm-dev	#cp4mcm-support-content
#cp4sec_sales_able	#cp4sec-tech	#cloudpakforsecurity-support
#cloud-pak-system	#cloud-pak-system	#icps-support
#cloudpak-rhocp-presales	#cloudpaks-common_svcs	#cloudpak-rhocp-support

Step 3: Open a support ticket -----> [video](#)

- Go to [support portal](#) and click on [Open a case](#)
- Login using your IBMid, ensure your id is associated with a valid ICN.
 - Pre Sales:** Use an existing ICN or **4601545** if another ICN is unavailable to you
 - Post Sales** should use Customer Number
- Enter pak specific mustgather information and submit
- If you need a FastPath for a Sev 1 or Critical situation with RHOCP**, enter [RedHat Case Escalation Template](#) in case description



- **Center Of Competency (COC)** in place to resolve RHOCP issues
- All other Red Hat components are supported by the applicable Cloud Pak Support Teams