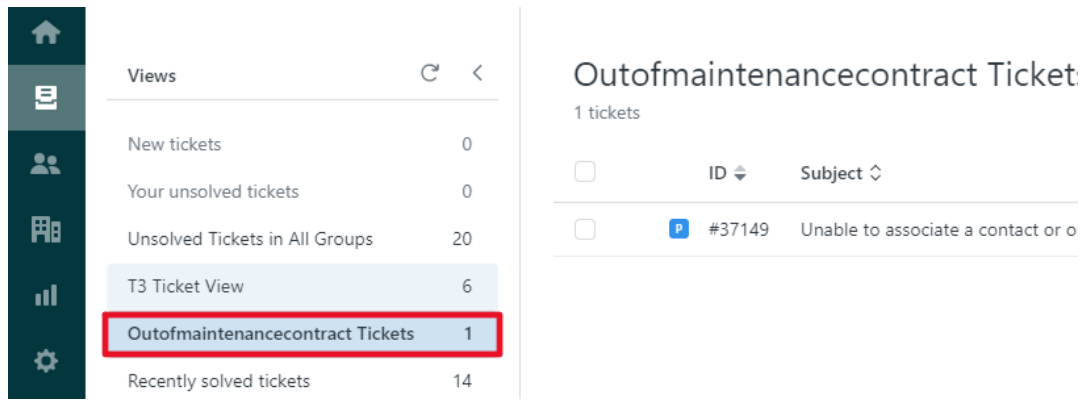
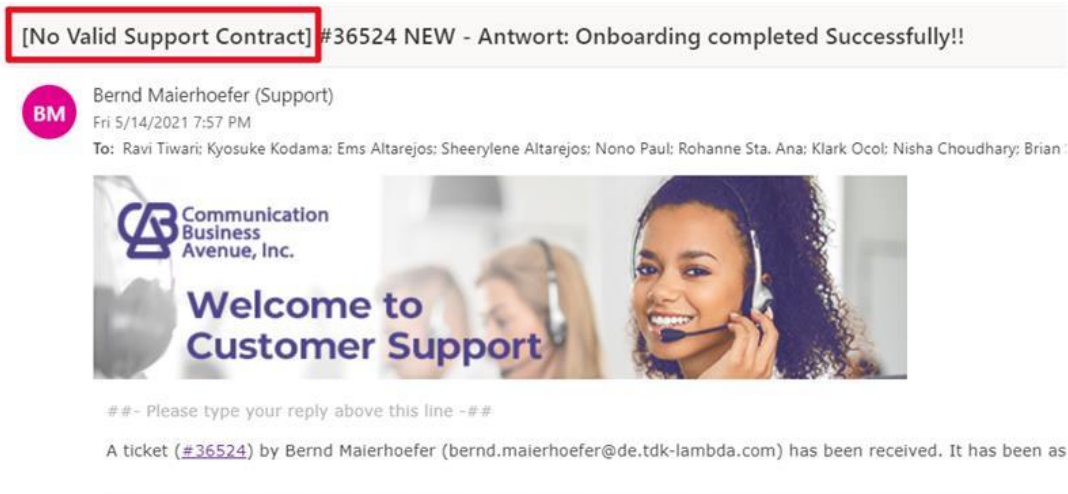


Handling Tickets from Trial Users

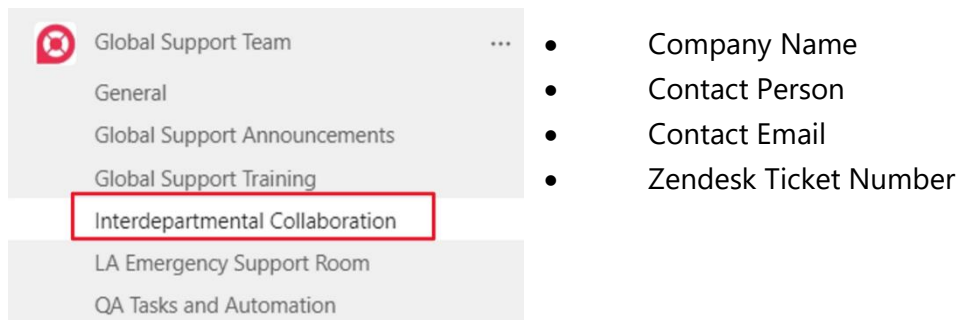
1. For the Global Support Team to identify customers without valid support contract, we have **Outofmaintenancecontract Tickets** view in Zendesk:



And we are receiving email notifications with **[No Valid Support Contract]** string on the subject line:



2. To help Sales Team identify potential customers, Support Team will notify Sales with the following trial user information in **Interdepartmental Collaboration** channel in Teams:



3. Global Support Team will handle the tickets from trial users as 2nd priority to paid customers but if the ticket needs to be placed into a higher priority, Sales Team will advise Support Team.