

Slide 1 - Zscaler Support



# Zscaler Support

Engaging With Zscaler Support

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Slide notes

Welcome to this training module on engaging with Zscaler Support, in which we will discuss how to raise and manage support tickets with Zscaler.

## Slide 2 - Navigating the eLearning Module

### Navigating the eLearning Module

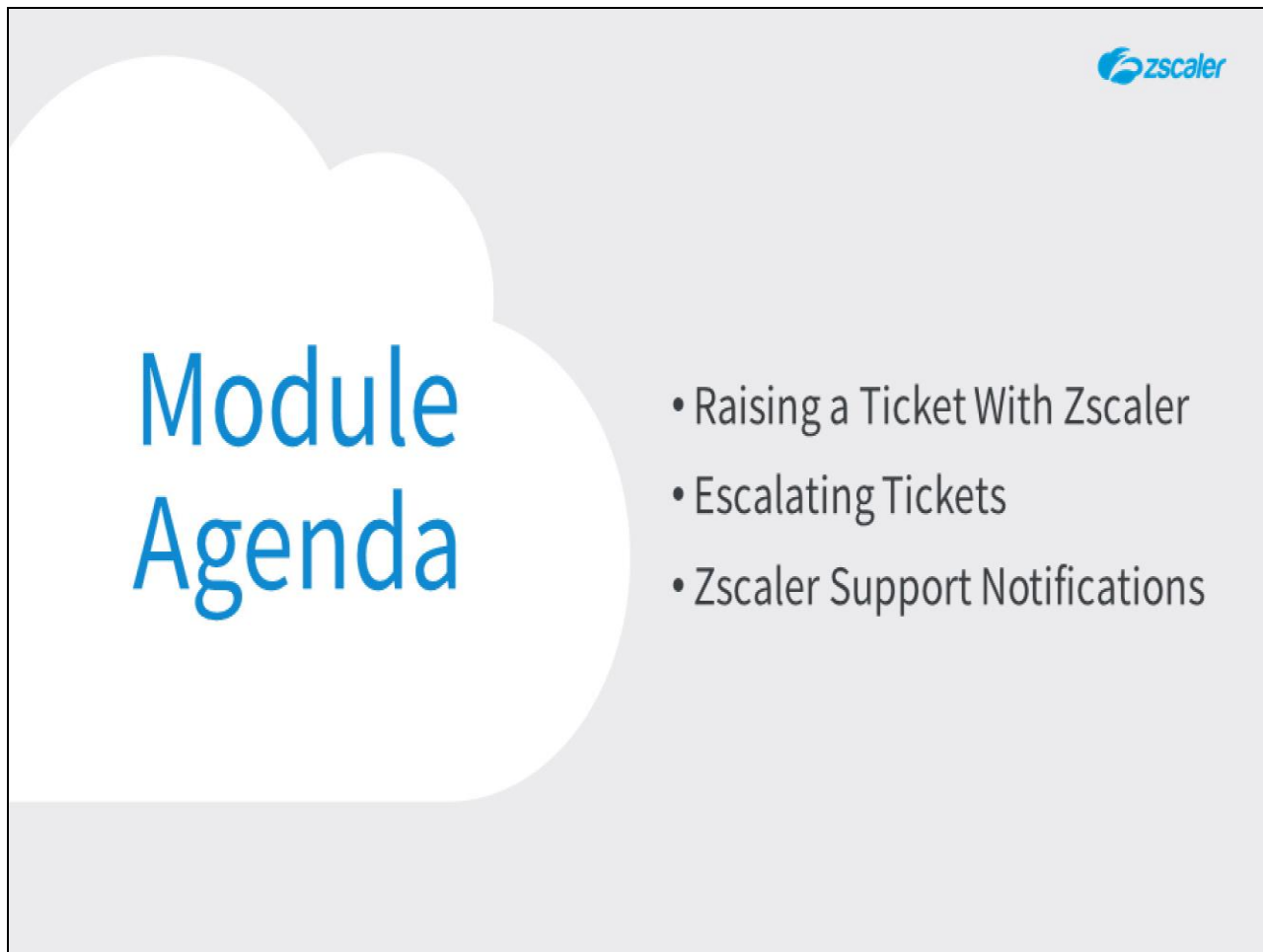
The screenshot shows the Zscaler eLearning module interface. At the top right is the Zscaler logo. The main content area displays a dashboard with four summary cards: 'APPLICATIONS ACCESSED' (15), 'DISCOVERED APPLICATIONS' (3), 'ACCESS POLICY BLOCKS' (0), and 'SUCCESSFUL TRANSACTIONS' (884). Below these are two charts: 'APPLICATIONS ACCESSED' and 'TOP APPLICATIONS BY BANDWIDTH'. The interface includes a sidebar with navigation options like 'Download', 'Diagnostics', 'Live Logs', 'Administration', and 'Search'. At the bottom, there is a video player with a progress bar and playback controls. Several blue callout boxes highlight specific controls: 'Exit' (top right), 'Previous Slide' (bottom left), 'Next Slide' (bottom left), 'Play/Pause' (bottom left), 'Progress Bar' (bottom center), 'Audio On/Off' (bottom right), and 'Closed Captioning' (bottom right).

### Slide notes

Here is a quick guide to navigating this module. There are various controls for playback including **play** and **pause**, **previous**, and **next** slide.

You can also mute the audio or enable Closed Captioning which will cause a transcript of the module to be displayed on the screen. Finally, you can click the **X** button at the top to exit.

Slide 3 - Module Agenda



The slide features a light gray background with a large white cloud shape on the left. Inside the cloud, the text "Module Agenda" is written in a large, blue, sans-serif font. To the right of the cloud, there is a bulleted list of three items. In the top right corner of the slide, the Zscaler logo is displayed in blue.

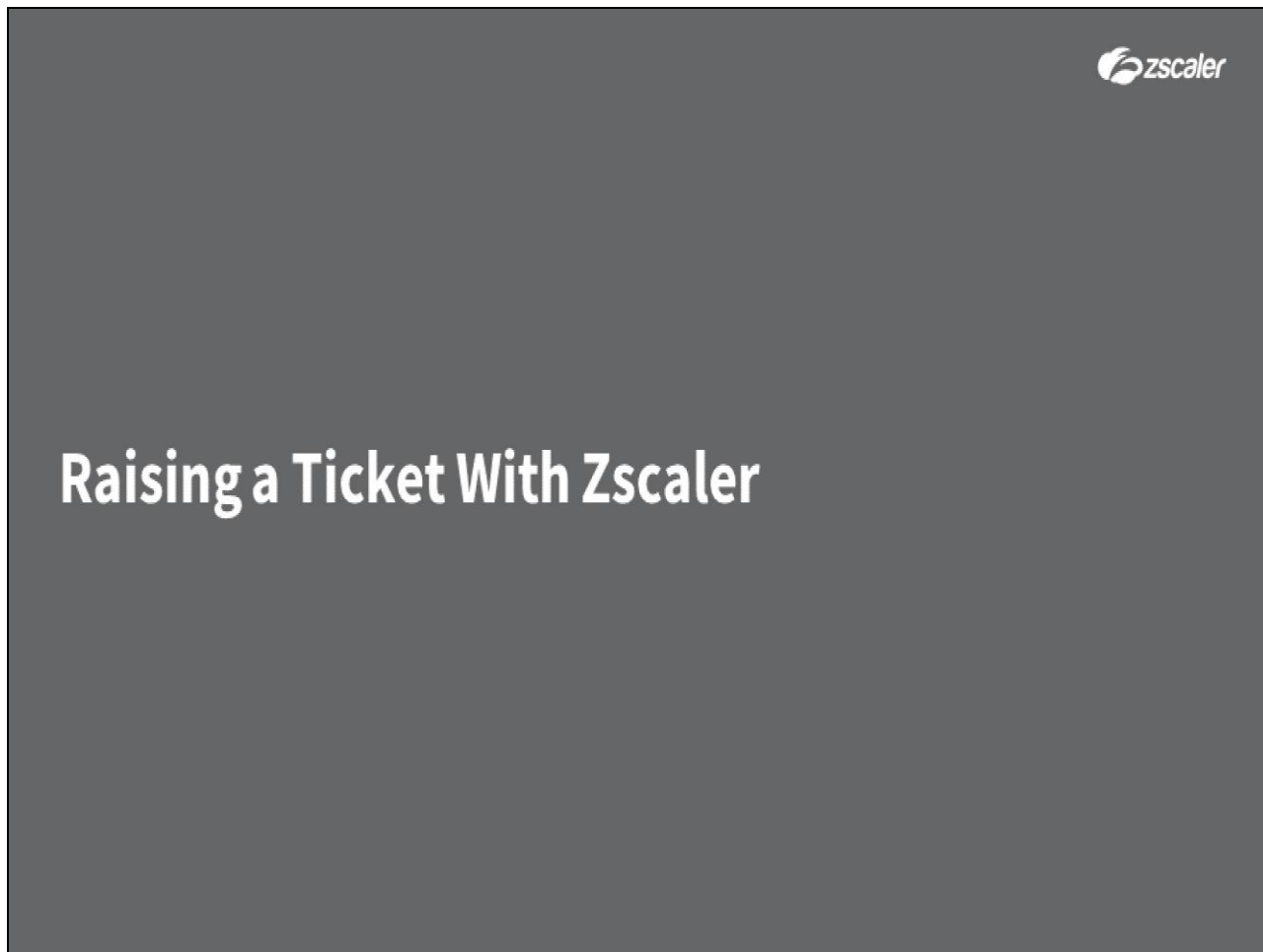
**Module Agenda**

- Raising a Ticket With Zscaler
- Escalating Tickets
- Zscaler Support Notifications

Slide notes

In this module, we will cover how to: raise a support ticket with Zscaler; escalate tickets if that should be necessary; and to enable Zscaler Support notifications.

**Slide 4 - Raising a Ticket With Zscaler**




**Slide notes**

In the first section, we will look at how to raise a support ticket with Zscaler.

Slide 5 - Ticket Types and Priorities

## Ticket Types and Priorities



- Ticket Types
  - Sets proper priority of requests to ensure proper support team routing


Problem	General problem tickets
Question	A simple question
Categorization	Request to review categorization of a URL
Provisioning	Request related to account services

Slide notes

Just as a quick reminder, that there are four types of ticket that you may raise with Zscaler; **Problem**, **Question**, **Categorization**, and **Provisioning**. The detailed description for each type is provided in the 'Support - Overview' module.

Slide 6 - Ticket Types and Priorities

## Ticket Types and Priorities



- Ticket Types
  - Sets proper priority of requests to ensure proper support team routing

- Ticket Priorities
  - Sets proper priority of requests to ensure proper focus

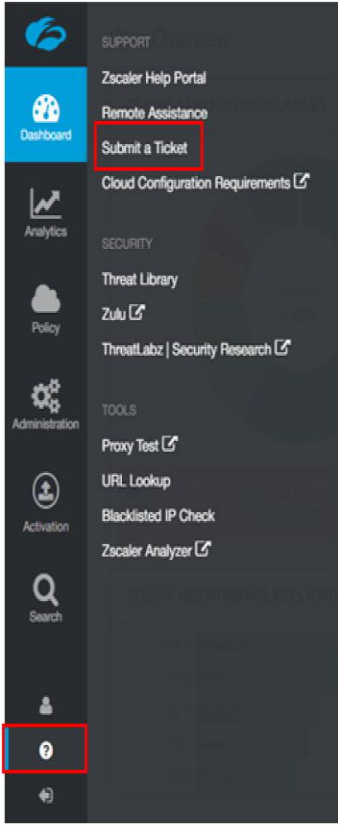

<b>Problem</b>	General problem tickets	<b>Urgent - P1</b>	Issue affects all users
<b>Question</b>	A simple question	<b>High - P2</b>	Issue affects some users
<b>Categorization</b>	Request to review categorization of a URL	<b>Medium - P3</b>	Issue affects some features
<b>Provisioning</b>	Request related to account services	<b>Low - P4</b>	No service impact

Slide notes

Also, a reminder of the four ticket priorities that may be set: **Urgent** (P1), **High** (P2), **Medium** (P3), and **Low** (P4).

## Slide 7 - Reporting an Issue – 3 Methods

### Reporting an Issue – 3 Methods



#### 1. Submitting a Ticket via Zscaler Admin Portal (recommended)

- Use web form in Zscaler admin portal as it automatically passes your org-id and associated customer information
- ZIA Admin Portal Examples (per cloud)
  - <https://admin.zscalerone.net>
  - <https://admin.zscalertwo.net>

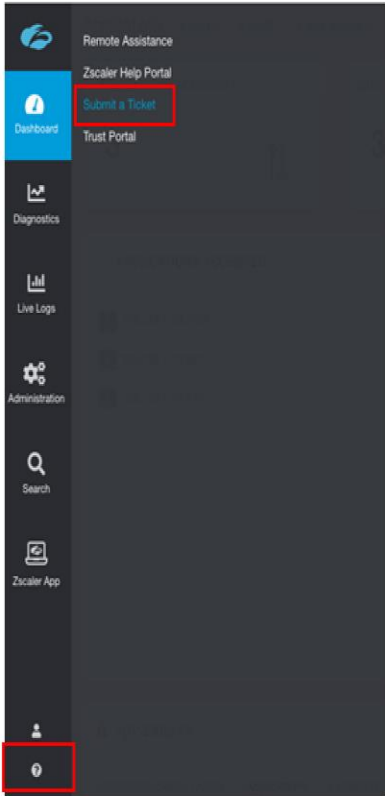

### Slide notes

There are three methods for raising a support case with Zscaler: The first one is to use the **?** menu from within your ZIA admin portal, then clicking the **Submit a Ticket** item.

This will take you directly to the Zscaler interface for submitting a ticket, although note that for some customers of our support partners, this link may redirect to their ticketing system.

## Slide 8 - Reporting an Issue – 3 Methods

### Reporting an Issue – 3 Methods



#### 1. Submitting a Ticket via Zscaler Admin Portal (recommended)

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- ZIA Admin Portal Examples (per cloud)
  - <https://admin.zscalerone.net>
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- ZPA Admin Portal
  - <https://admin.private.zscaler.com>

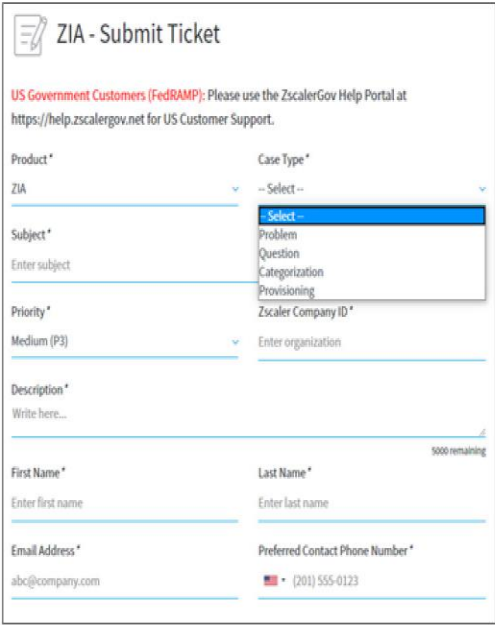

### Slide notes

From the ZPA admin portal, you also have the option to click the **?** menu, then click the **Submit a Ticket** item.



## Slide 9 - Reporting an Issue – 3 Methods

### Reporting an Issue – 3 Methods



#### 1. Submitting a Ticket via Zscaler Admin Portal (recommended)

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  - <https://admin.zscalertwo.net>
- ZPA Admin Portal
  - <https://admin.private.zscaler.com>

#### 2. Submitting a Ticket via Web Form

- If you do not have Admin UI access, a ticket can be created at: <https://help.zscaler.com> and click **Support > Submit Ticket**
- MSSP Partners should use: <https://help.zscaler.com/mssp-submit-ticket>

### Slide notes


You may also navigate to the 'Submit a Ticket' page on the Zscaler support site, by going to the URL **<https://help.zscaler.com>**, then click **Support** and select **Submit Ticket**. You can use this option if you do not have access to your Zscaler Admin Portal. Note that there is no login required to this page.

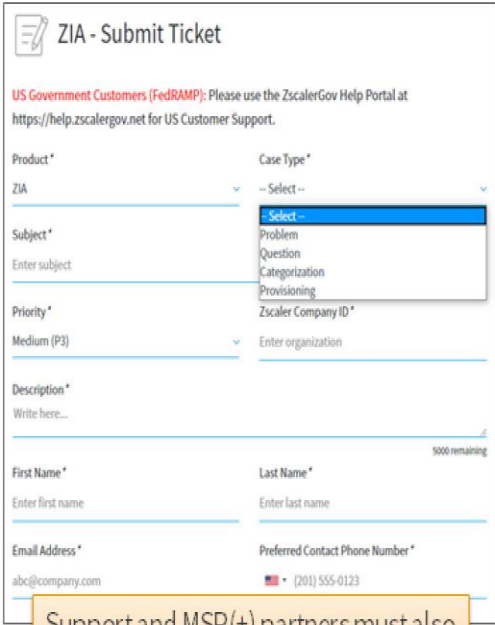
Note that MSSP partners should use the page at '<https://help.zscaler.com/mssp-submit-ticket>' for submitting tickets. MSSP tickets entered in this way are routed to the appropriate support resource.

Our recommendation is to raise support cases using the Web form, preferably accessed from the Admin Portal of the Zscaler instance that is experiencing the problem. That way the key fields that identify your organization, and the associated customer information will be populated in the Web form automatically.

**Slide 10 - Reporting an Issue – 3 Methods**

## Reporting an Issue – 3 Methods





### 1. Submitting a Ticket via Zscaler Admin Portal (recommended)

- Use web form in Zscaler admin portal as it automatically passes your org-id and associated customer information
- ZIA Admin Portal Examples (per cloud)
  - <https://admin.zscalerone.net>
  - <https://admin.zscalertwo.net>
- ZPA Admin Portal
  - <https://admin.private.zscaler.com>

### 2. Submitting a Ticket via Web Form


- If you do not have Admin UI access, a ticket can be created at: <https://help.zscaler.com> and click **Support > Submit Ticket**
- MSSP Partners should use: <https://help.zscaler.com/mssp-submit-ticket>


**Slide notes**

Note that if Support, MSP, or MSP+ partners need to open a ticket with Zscaler on behalf of one of their customers, then they must also provide details of the customer when submitting the ticket.

Slide 11 - Reporting an Issue – 3 Methods

## Reporting an Issue – 3 Methods



 Phone Support

Americas	EMEA	Asia/Pacific
USA Toll Free: +1-844-971-0010	UK : +44-20-3319-5076	Australia: +61-2-8074-3996
Global Direct: +1-408-752-5885	France: +33-1-7627-6919	
US Federal Govt Support: +1-866-439-1163	Germany: +49-8-91-4377-7444	
	Netherlands: +31-20-299-3638	

### 1. Submitting a Ticket via Zscaler Admin Portal (recommended)

- Use web form in Zscaler admin portal as it automatically passes your org-id and associated customer information
- ZIA Admin Portal Examples (per cloud)
  - <https://admin.zscalerone.net>
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### 2. Submitting a Ticket via Web Form

- If you do not have Admin UI access, a ticket can be created at: <https://help.zscaler.com> and click **Support > Submit Ticket**
- MSSP Partners should use: <https://help.zscaler.com/mssp-submit-ticket>

### 3. Submitting a Ticket via Phone

- Contact numbers are available on the support portal

Slide notes

The third option for raising a Zscaler support ticket, is to call one of the regional support numbers that we provide.

We have contact numbers in the US, the UK, Germany, France, The Netherlands, and in Australia, ...although note that all of these numbers will connect you to a Level 1 engineer in one of our Support Centers in India.

**Slide 12 - Reporting an Issue – Client Connector**

## Reporting an Issue – Client Connector



- Report an Issue Option
  - Must be enabled by an administrator at the Zscaler Client Connector Portal
  - Specify email to send issue to (Helpdesk alias recommended)
  - Option to raise cases with Zscaler directly
- Zscaler Client Connector Logging Controls
  - May be enabled/disabled by an administrator at the Zscaler Client Connector Portal

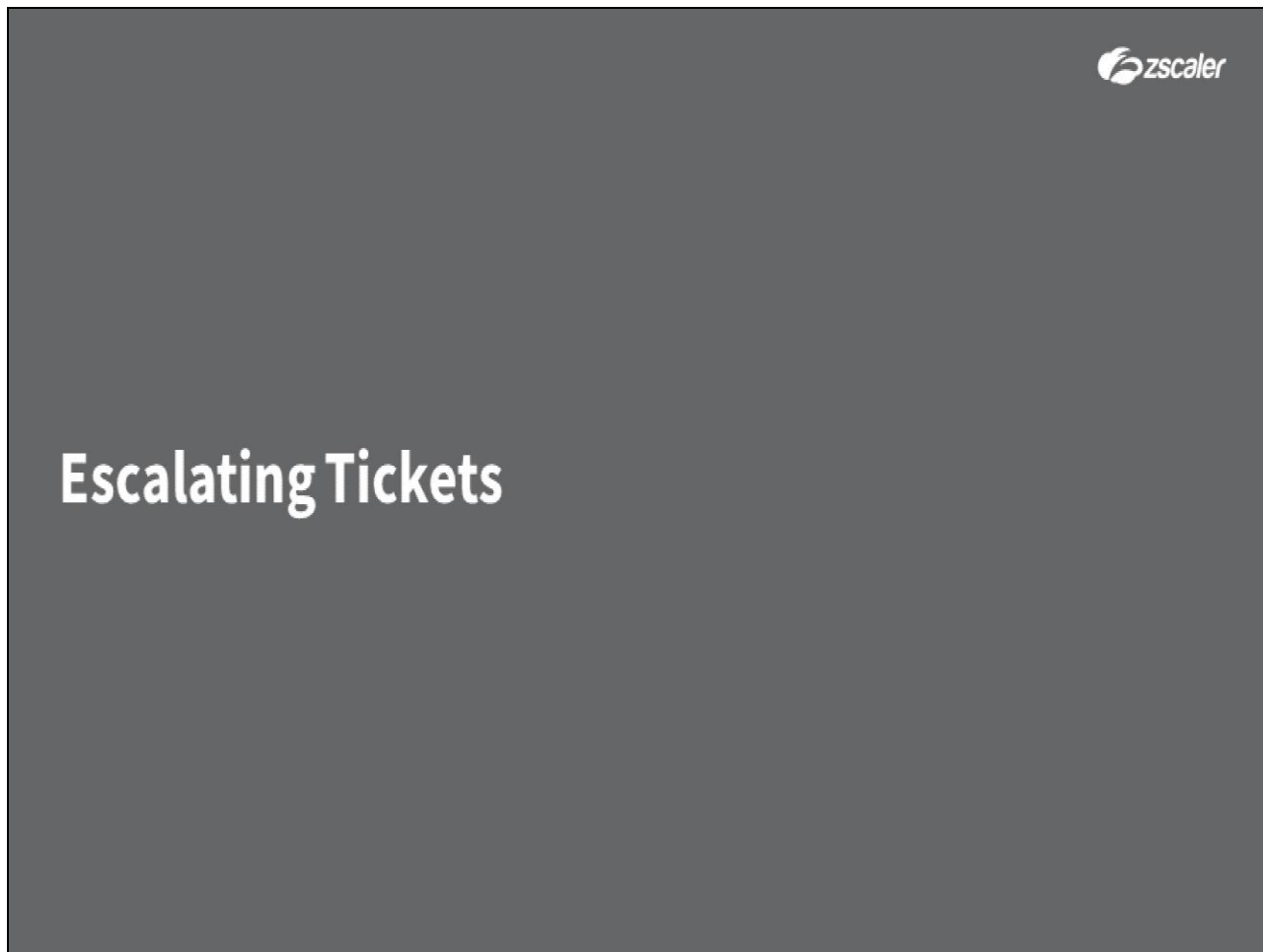
### Slide notes

Depending on the settings in the Zscaler Client Connector Portal, it may be possible for a Client Connector end user to raise a support ticket with Zscaler directly. In the Client Connector Portal, an administrator has the option to enable the ability to Report an Issue and specify the email address to send the details to. This would normally be an email alias for the Helpdesk team. There is an additional option to submit tickets to Zscaler support directly, although this should only be enabled under special circumstances.

This would normally be an email alias for the Helpdesk team. There is an additional option to submit tickets to Zscaler support directly, although this should only be enabled under special circumstances.

In addition, at the Zscaler Client Connector Portal, an administrator has the ability to hide the logging controls for Client Connector end users, so they cannot set the logging level, or clear the local logs.

Slide 13 - Escalating Tickets




Slide notes

In the next section, we will have a look at how to escalate a Zscaler ticket, should that be necessary.

Slide 14 - Escalating Tickets – All Accounts

## Escalating Tickets – All Accounts



### 1. Web Portal

- <https://help.zscaler.com/escalate-ticket2>
- Or click **Escalate Support Ticket** on <https://help.zscaler.com/submit-ticket>

Slide notes


There are also two ways to escalate a ticket should it become necessary. The first option is to escalate the ticket from the Support Portal using the URL at 'https://help.zscaler.com/escalate-ticket2'.

Provide the 'Case ID', your full details, and the reason for the escalation, then submit the form. This page is also accessible from the page for submitting a ticket in the first place, click the **Escalate Support Ticket** button to be redirected.

Note that to use the web form for escalation, an administrator must log into the admin portal, because ticket escalation requires an admin to authenticate.

Slide 15 - Escalating Tickets – All Accounts

## Escalating Tickets – All Accounts



### 1. Web Portal

- <https://help.zscaler.com/escalate-ticket2>
- Or click **Escalate Support Ticket** on <https://help.zscaler.com/submit-ticket>

### 2. Zscaler 24x7 Support Numbers


Americas		EMEA		Asia/Pacific
USA Toll Free: +1-844-971-0010	US Federal Govt Support: +1-866-439-1163	UK: +44-20-3319-5076	Germany: +49-8-91-4377-7444	Australia: +61-2-8074-3996
Global Direct: +1-408-752-5885		France: +33-1-7627-6019	Netherlands: +31-20-299-3638	

Slide notes

Your second option is to call one of the regional Support Numbers, and request to escalate the ticket.

Slide 16 - Escalating Tickets – For TAM Accounts (Premium Plus)

## Escalating Tickets – For TAM Accounts (Premium Plus)



### 1. Web Portal

- <https://help.zscaler.com/escalate-ticket2>
- Or click **Escalate Support Ticket** on <https://help.zscaler.com/submit-ticket>

### 2. Zscaler 24x7 Support Numbers

Americas		EMEA		Asia/Pacific
USA Toll Free: +1-844-971-0010	US Federal Govt Support: +1-866-439-1163	UK: +44-20-3319-5076	Germany: +49-8-91-4377-7444	Australia: +61-2-8074-3996
Global Direct: +1-408-752-5885		France: +33-1-7627-6919	Netherlands: +31-20-299-3638	

### 3. Contact Regional TAM (Business Hours)

- 1<sup>st</sup> leverage #1 or #2 above, to ensure your issue is escalated
- Then contact your designated TAM, for strategic guidance

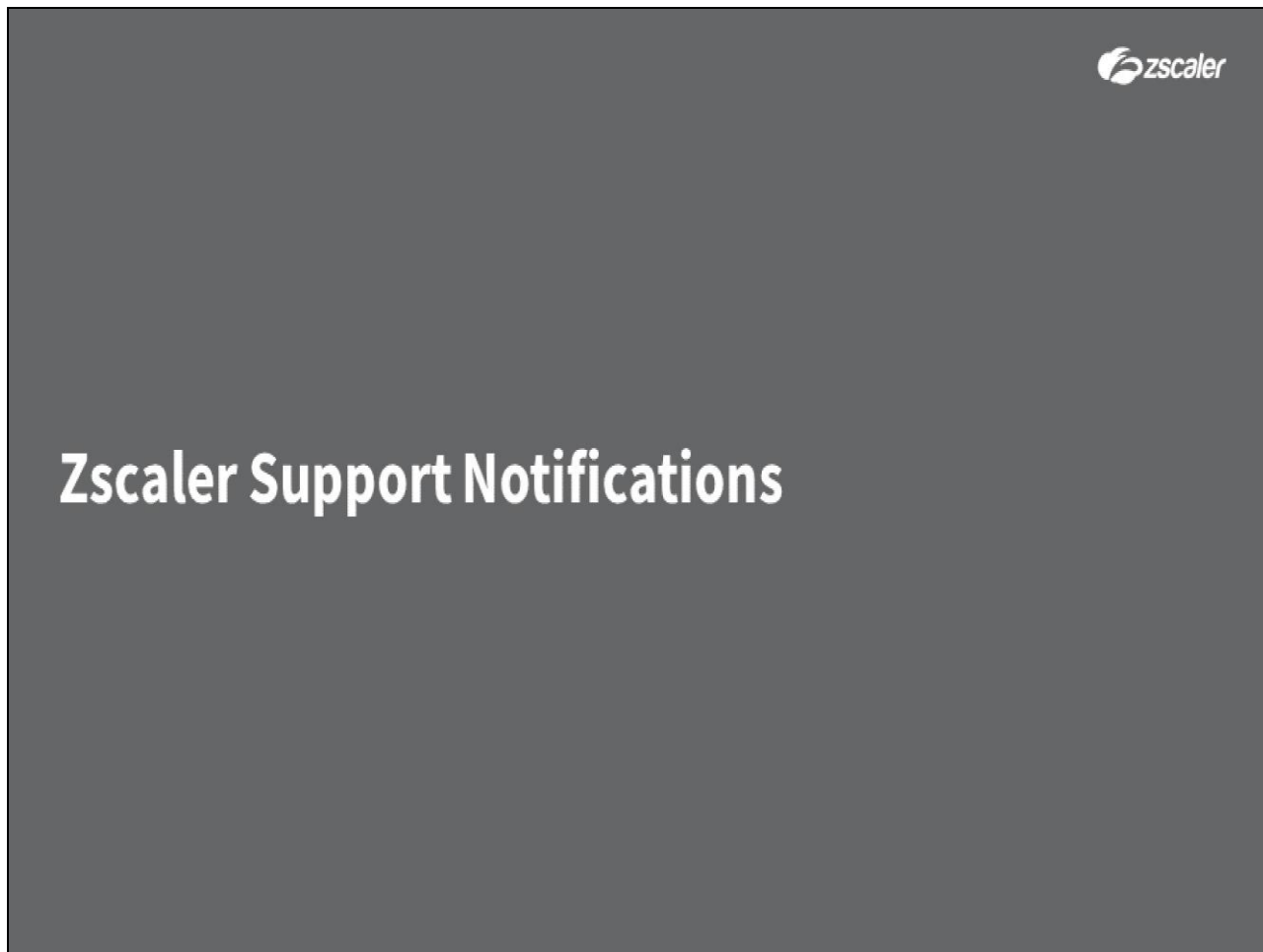
Slide notes

If you have a support subscription that provides access to a regional TAM, then you also have the option to contact them in order to escalate a ticket.

Although note that you should attempt to escalate through normal support channels first, and also that TAMs are only available during normal business hours.



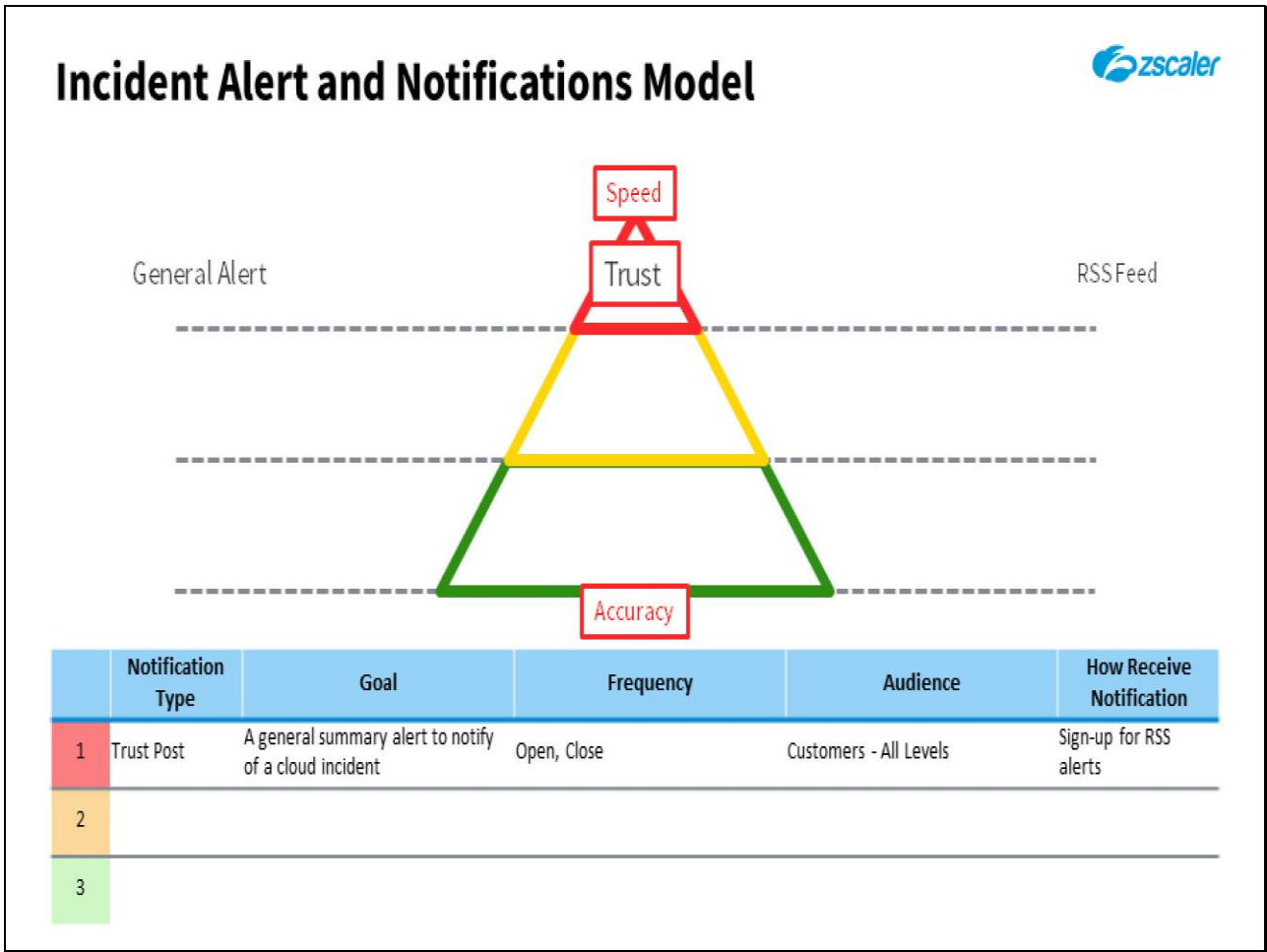
**Slide 17 - Zscaler Support Notifications**



**Slide notes**

In the final section, we will talk about how to receive Zscaler support notifications.

Slide 18 - Incident Alert and Notifications Model



Slide notes

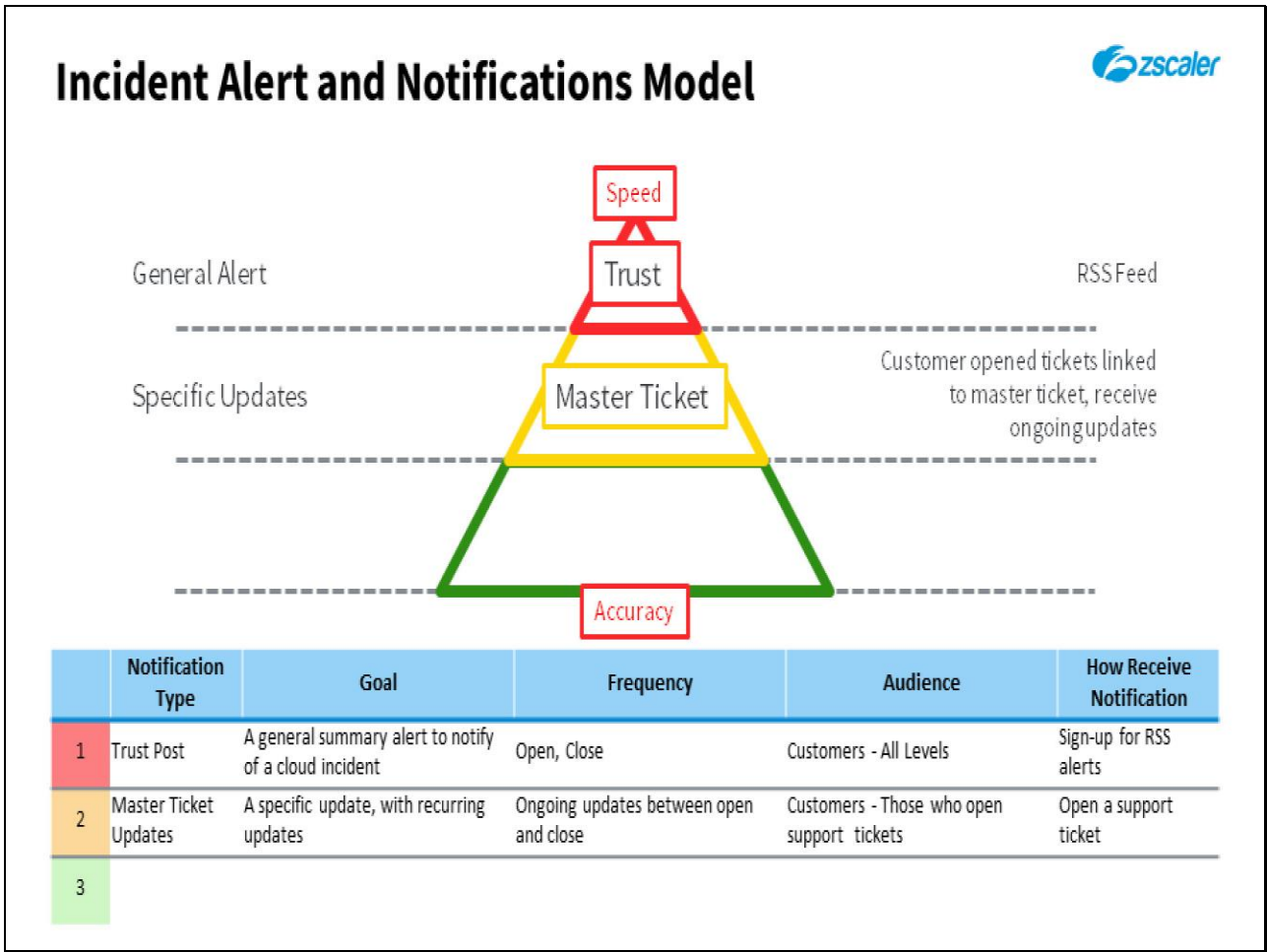
When there is a Zscaler Cloud incident that impacts customers, there will be a cascade of notifications to keep administrators up-to-date as to the nature, severity, and extent of the problem, and progress towards resolving it. The notifications sent are intended to balance speed of response, with completeness of information.

The very first notification is a ‘Trust’ post on the individual Cloud pages accessible from <https://trust.zscaler.com/>.

A Trust post is created as soon as an incident is identified that impacts one or more customers, and as a result will normally lack details as to the precise cause, or extent of the problem.

From the Cloud Trust pages, it is possible to subscribe to an RSS feed to keep you alerted to events specific to that Cloud, including new Trust posts.

Slide 19 - Incident Alert and Notifications Model



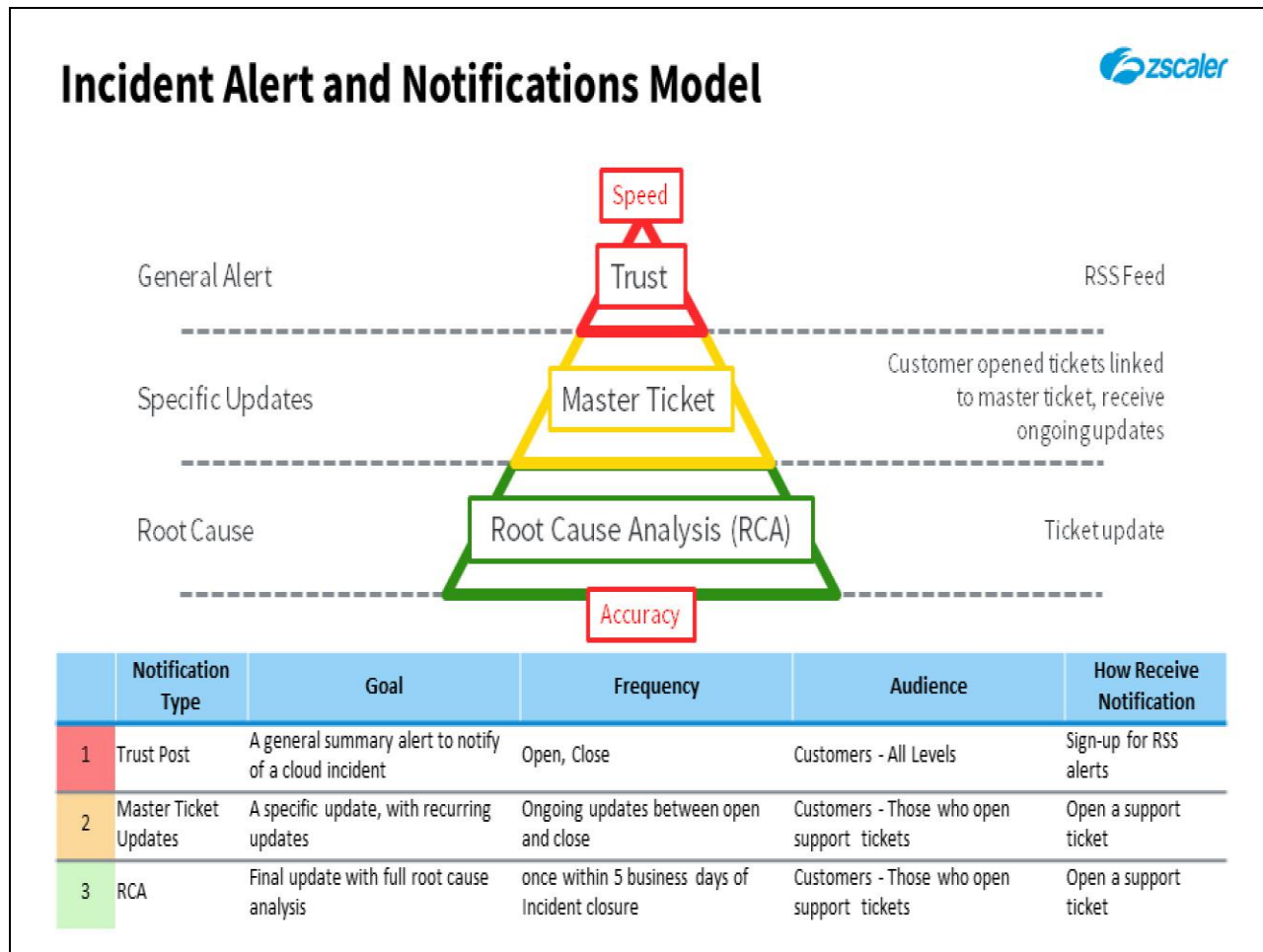
Slide notes

When there is a Cloud incident that affects multiple customers, the next level of notification are the periodic updates to the ‘Master Ticket’ that has been opened to manage the incident.

If a customer opens a ticket that is related to a known issue, their ticket will be linked to the Master Ticket and they will receive notifications whenever the ticket is updated.

Updates will include the steps and actions taken to identify the root cause of the problem, and any actions taken to mitigate the impact of the problem.

Slide 20 - Incident Alert and Notifications Model



Slide notes

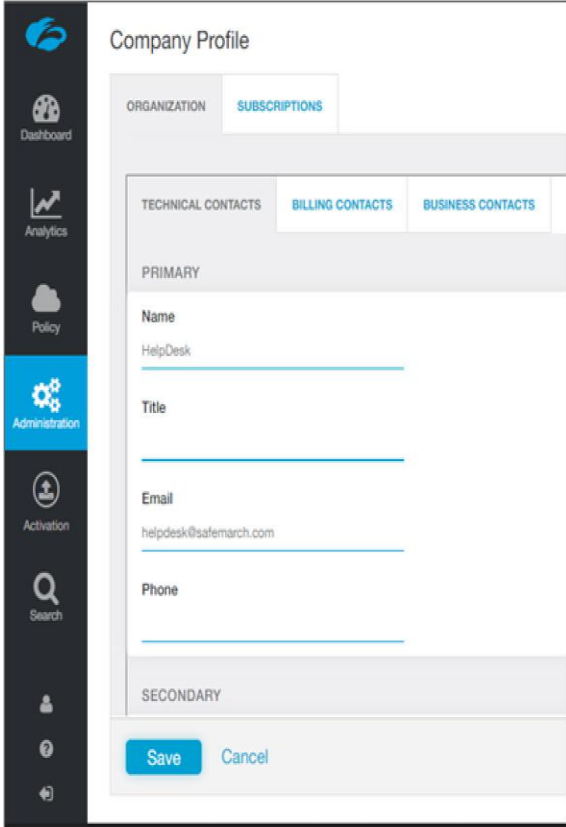
Finally, once a problem has been fully diagnosed and resolved (or a path to resolution has been identified), a 'Root Cause Analysis' notification will be sent. This will contain a summary of the incident, with the details of the problem, the extent, and the steps taken (or necessary) for resolution.

These notifications are sent to all customers that have been linked to the Master Ticket for the incident, within 5 business days of the closure of the incident.

Slide 21 - General Alerts and Notifications

## General Alerts and Notifications

- Sign up to receive notifications on:
  - Zscaler cloud maintenance
  - Security briefs
  - Informational alerts
- On the Admin Portal
  - Subscribe by providing Technical Contacts under your **Administration > Company Profile**

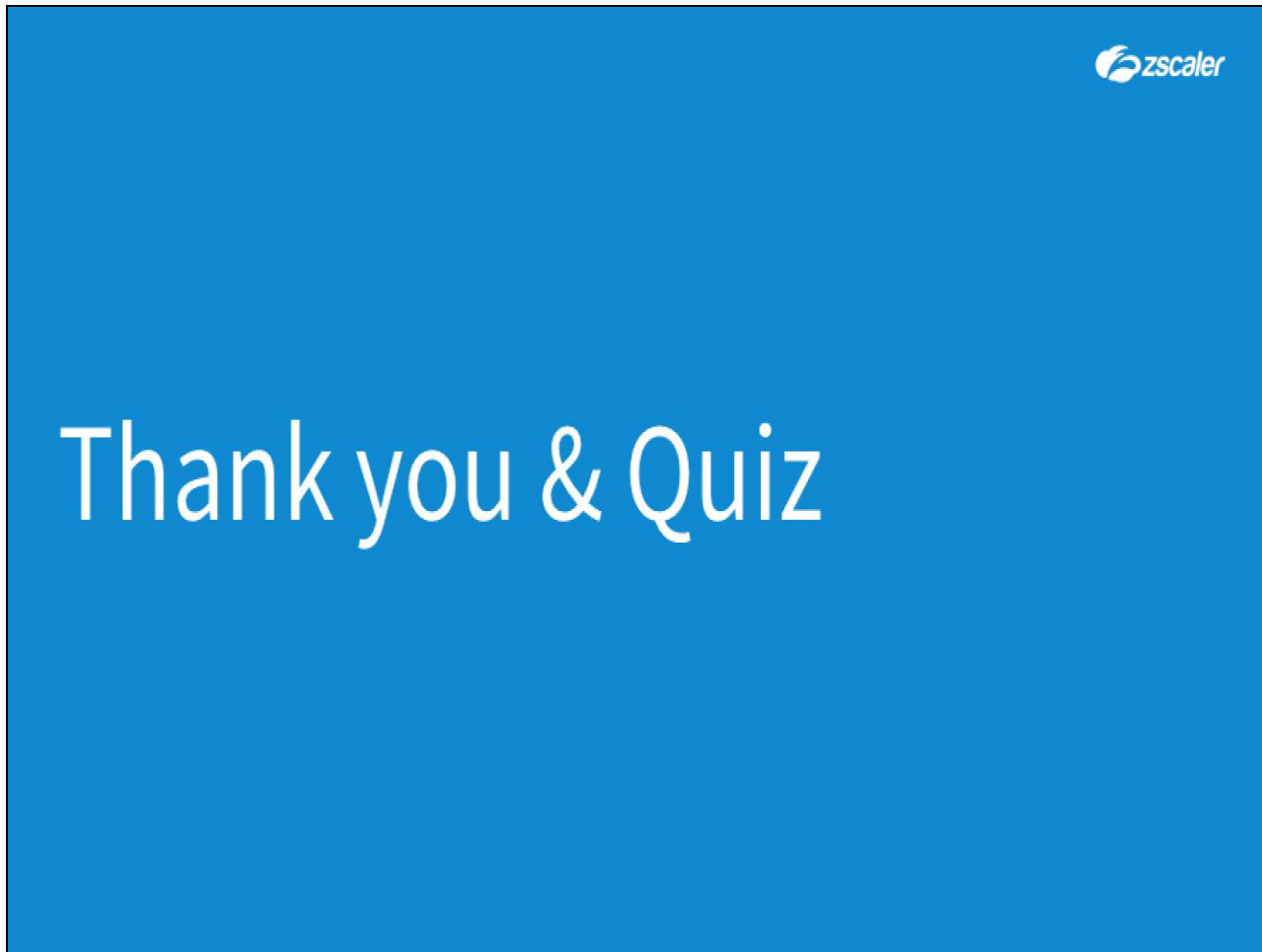


Slide notes

As a Zscaler administrator, you will of course receive notifications by email for any tickets that you have raised, and in addition you can elect to receive general alerts and notifications on; Cloud maintenance events, Security threats or incidents, and informational alerts.

To do this you need to provide your details as a ‘Technical Contact’ in the Zscaler Admin Portal on the **Administration > Company Profile** page.

Slide 22 - Thank you & Quiz



Slide notes

This concludes this training module on Zscaler Support Engagement. We hope this module has been useful to you and thank you for your time.

What follows is a short quiz to test your knowledge of the material presented during this module. You may retake the quiz as many times as necessary in order to pass.