

A decorative background at the top of the page featuring a network diagram with blue nodes and connecting lines.

Create Ticket via Helpdesk

Developed by:



Step 1

Navigate to the BOSS AI Community website:
[BOSS Community – Put Your Data to Work \(askboss.ai\)](https://askboss.ai)

The screenshot shows the homepage of the BOSS AI Community website. The header includes the BOSS logo, navigation links for Home, Documentation, and Support, and a login button labeled 'Login to BOSS AI'. The main content area features a large heading 'Welcome to the BOSS AI Community' and three primary action cards: 'Register', 'Documentation', and 'Support'. Each card includes an icon, a title, a brief description, and a link to the respective page. The footer contains the BOSS logo, a short description of the platform, social media icons, copyright information, and links to the Registration Terms and Privacy Policy.

BOSS Home Documentation Support [Login to BOSS AI](#)

Welcome to the BOSS AI Community

Register
Register for a free account to get support, join the conversation in our forums and access your downloads.
[Register for Free >>](#)

Documentation
Check out our documentation (no account required).
[Read Documentation >>](#)

Support
Submit a support ticket in case you need any assistance.
[Create a Ticket >>](#)

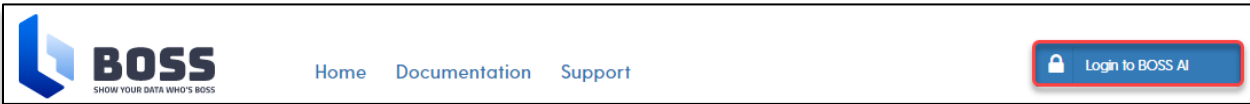
BOSS BOSS is an Enterprise AI platform that provides world-class advanced predictive analytic capabilities in a Low-Code/No-Code environment with the supporting both structured and unstructured data. BOSS empowers companies to build secure intra-company predictive models without having to transport secret/private data across the network.

[Registration Terms](#) [Privacy Policy](#)

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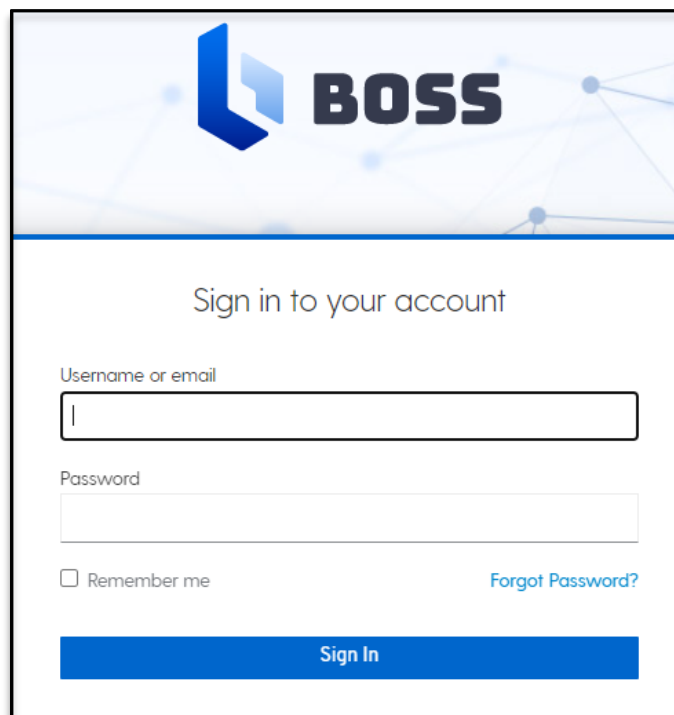
Step 2

Click the Login to BOSS AI button, located at the top-right corner.



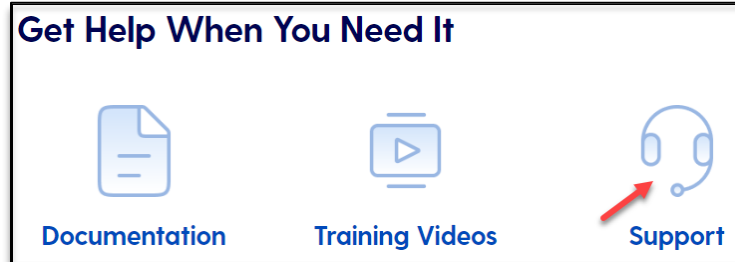
Step 3

Input your login credentials, then click **Sign In**.

A screenshot of the BOSS AI login form. At the top is the BOSS logo and the text "Sign in to your account". Below this are two input fields: "Username or email" and "Password". Under the "Username or email" field is a text input box with a cursor. Under the "Password" field is a password input box. Below the password field is a checkbox labeled "Remember me" and a link labeled "Forgot Password?". At the bottom is a blue "Sign In" button.

Step 4

Click the Support icon.



Step 5

The BOSS AI Support Form displays.

Please fill out the form below and we will get back to you shortly. Be as descriptive as possible and add screenshots as applicable.
For more details on how to fill out this form please click here.

First Name*

Last Name*

Email*

Company name

Category*

Business Impact*

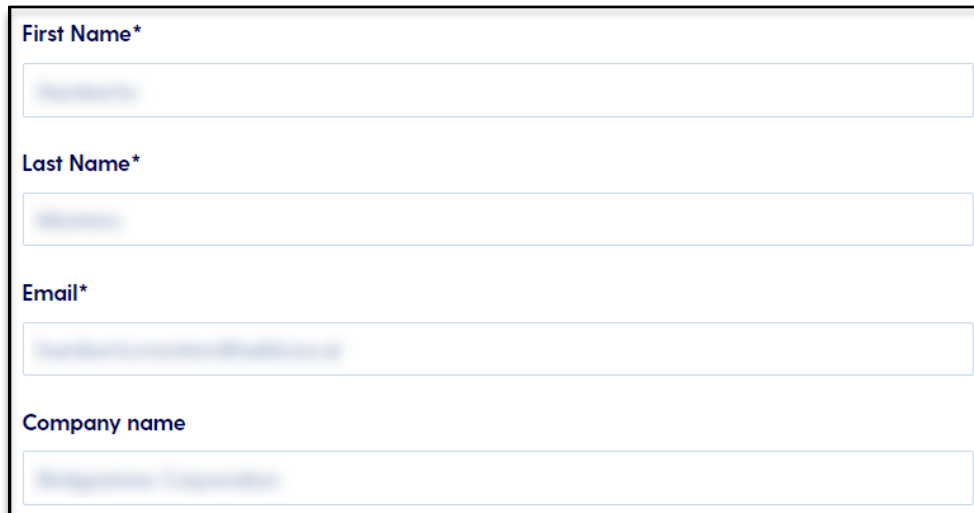
Subject*

Details*
Please be as detailed as possible and include any screenshots below.

File upload
 No file chosen

Step 6


The *First Name*, *Last Name*, *Email*, and *Company* fields will auto-fill to match your account details.



A screenshot of a form with four input fields. The first field is labeled "First Name*" and contains a blurred name. The second field is labeled "Last Name*" and contains a blurred name. The third field is labeled "Email*" and contains a blurred email address. The fourth field is labeled "Company name" and contains a blurred company name.

Step 7

Select the product or service that is impacted from the *Category* drop-down menu.

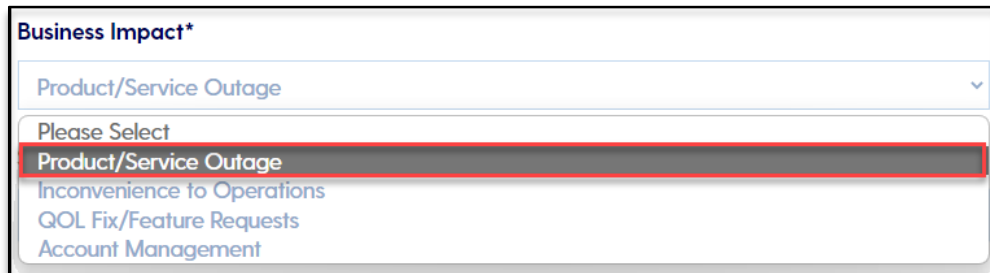


A screenshot of a "Category*" drop-down menu. The menu is open, showing a list of options. The first option is highlighted with a red border. The text "Please Select" is visible at the top of the menu.

NOTE: If multiple categories are impacted, select any category and provide further descriptions in the *Details* field.

Step 8

Select the appropriate descriptor from the *Business Impact* drop-down menu.



The image shows a screenshot of a dropdown menu titled "Business Impact*". The menu is open, showing a list of options. The first option is "Product/Service Outage", which is highlighted with a red border. Below it are "Please Select", "Inconvenience to Operations", "QOL Fix/Feature Requests", and "Account Management".

NOTE: Review the description for each selection to ensure an accurate descriptor is selected.

- **Product/Service Outage:**
 - A high-priority event wherein the service or product is fully or partially unusable.
- **Inconvenience to Operations:**
 - A medium-high priority event wherein some subset of operations is halted or hindered, but the overall product or service is still functional.
- **QOL Fix/Feature Request:**
 - A user-defined and user-submitted issue where a bug, feature, or inconvenience is described to improve the user's experience.
- **Account Management:**
 - A selection for access requests, password resets, and general account management tasks.

Step 9

Input a descriptive title for your submission.

Subject*

Step 10

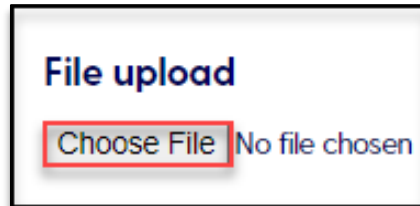
Input descriptive information related to the incident and impact into the *Details* field.

Details*

Please be as detailed as possible and include any screenshots below.

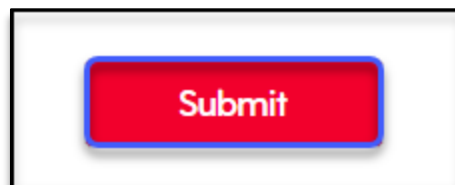
Step 11

Click **Choose File** to upload images to the ticket.



Step 12

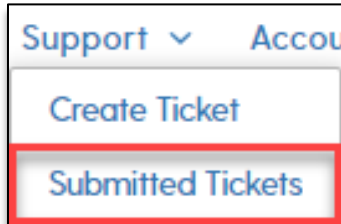
Click **Submit** to complete the Helpdesk ticket.



***NOTE:** Further correspondence will be held via email. Multiple tickets must not be submitted for the same issue or request.*

Step 13

Click Submitted Tickets located within the *Support* drop-down.



Step 14

The *My Tickets* window opens and displays the status of the submitted ticket.

