**WorkWave Support Ticket Requirements**

**Route Manager: email to** [**support.wwrm@workwave.com**](mailto:support.wwrm@workwave.com)

Account Name:

Customer Contact if required for further escalation (Name, Email, Phone)

Territory Name:

Interface or Mobile Related (see further for Mobile):

Synopsis of issue, including any troubleshooting completed:

* Include Dates, Vehicle/Order IDs, etc
* If with editing items, where are the edits being completed (ex: Exception created from Scheduler, or Exception created from Setup > Vehicles > Edit)
* Replication steps to get to same result as end user
* Screenshots of any error messaging (if available/applicable)

Reseller able to replicate? Yes/No

**Mobile Issues**

* Include Make/Model of device issue is occurring on
* Include OS (operating system) of device being used and version (ex: iOS 14, or Android 10.0)
* Dates & Driver/s affected

**WorkWave Service/Lite Products: email to** [**servicesupport@workwave.com**](mailto:servicesupport@workwave.com)

Account Name:

Customer Contact if needed further escalation (Name, Email, Phone)

Interface, Mobile or Mobile Web Related (see further for Mobile):

Synopsis of issue, including any troubleshooting completed:

* Include Dates, Account Numbers or Name, and further specifics (area of interface issues is occurring in, steps end user completed)
* Screenshots of any error messaging (if available/applicable)

Reseller able to replicate? Yes/No

**Mobile/Mobile Web Issues**

* Dates/Technician/s affected/Usernames of affected Technicians
* Include Make/Model of device issue is occurring on
* Include OS (operating system) of device being used and version (ex: iOS 14, or Android 10.0)

**Route Manager API Support: email to** [**support.wwrmapi@workwave.com**](mailto:support.wwrmapi@workwave.com)

Account: Name

* RequestIDs
* Dates/Times of Requests
* Errors Received through the CallbackURL
* Copies of the JSON coding related to the Requests
* Developer contact information (Name, Email, Phone Number)

***NOTE:*** All API requests have a 48 hour possible turnaround time for a response