

Support Desk Changeover for Supervisor – Frequently Asked Questions

Your Support desk for Supervisor is changing from Zendesk to Freshdesk, as part of our acquisition by Datamine. We've answered some FAQs below, and feel free to reach out with any further questions to the team via the emails below.

1. What are the changes to my Support Desk?

Support for Supervisor is moving to Datamine Support, on a new platform. Datamine's Global Support Team in addition to the Snowden Support Team that you know will continue to work with you ensuring that you receive the best care. Your support requests will be processed, monitored and actioned through the Datamine Support Freshdesk application.

2. When will the change take place?

Effective Monday 14th December 2020, all new support tickets for Supervisor will be managed through Datamine and the Freshdesk platform.

3. How does this affect me?

You should request a login for the new system [here](#). Otherwise, there are minimal effects for you. Please take note of how to submit support tickets in future. All new support requests will need be submitted directly through the Datamine Support Portal or by emailing Datamine Regional Offices, detailed below:

Australia/Pacific:	support.apac@dataminesoftware.com
Africa:	support.africa@dataminesoftware.com
North America:	support.na@dataminesoftware.com
South America:	support.sa@dataminesoftware.com
Europe & Asia:	support.eurasia@dataminesoftware.com

Support Portal: <https://datamine.freshdesk.com/>

4. Will my existing Snowden credentials work with the Datamine Support Portal?

No, you will need to request new credentials the first time you submit a support ticket. To make this faster for you, we suggest you request these sooner rather than later. You will need to use credential specific to the Datamine Support Portal.

5. Will open / past Support tickets be moved to Datamine?

Any outstanding support tickets will be completed in the existing Snowden Support system. Only new support tickets will be managed through Datamine support.

6. Are the service guidelines changing i.e. response times?

Our SLA will remain in place, meaning there will be no changes to these guidelines.

7. Where can I request assistance on accessing the Datamine Support Portal?

Please email your local Datamine office through Support or [call](#) with any questions.