TSM Cases - Technical Support/Consultations

> Use the **TSM Cases Dashboard** to monitor and update cases

1. A situation requires assistance from TSM

2. CSM creates Technical Support case on client SFDC account

   1. If consult by TSM is needed, include "Consulting" in the "Problem Type" selection field, and any other necessary selections

3. CSM fills out "TSM Case Workflow" form in **#tsm** channel in Slack

4. TSM's will assign the owning TSM as a comment on the thread of the workflow in **#tsm** channel in slack

5. Owning TSM will update

   1. the case owner to themselves

   2. Status as the status changes

3. Context as the case progresses in the description, with time stamps, as needed

6. TSM and CSM will collaborate on the completion of this case

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