

# Submitting a CRM Ticket

If you have any bugs to report, enhancement requests, or other needs, please submit them via the CRM Request Flow that can be found on the top-right of the home page of any Salesforce application, as shown below. **Please avoid sending these types of requests by email or Slack DM.**



The screenshot displays the Salesforce Sales Console interface. At the top left, the 'REVVER' logo is visible. Below it, the 'Sales Console' header includes a 'Home' button circled in red. A search bar is located at the top center. The main content area is divided into two columns. The left column features a 'Quarterly Performance' chart with a blue area representing 'Closed + Open (>70%)' and a green line for 'Goal'. The right column contains a 'CRM Request Flow' widget, also circled in red, which includes a 'Welcome' message and a 'Next' button. Below the CRM Request Flow is a 'Today's Events' section with a calendar icon and the text 'Looks like you're free and clear the rest of the day.' A red arrow points from the 'Home' button to the CRM Request Flow widget.

This applies not only to Salesforce-related issues but to any of the systems listed below, which we also manage:

- Salesforce (includes CPQ and Billing)
- Elements.cloud
- Chili Piper
- Outreach
- Avalara
- Gong
- Marketo integration
- DocuSign
- OwnBackup
- Totango integration
- ZoomInfo
- Apollo.io

If you are ever in doubt about who to reach out to regarding a particular system, submit a ticket to IT by emailing [ithelp@revverdocs.com](mailto:ithelp@revverdocs.com), and they will route it to the right place.

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