# New Technical Ticket

## Contact Information

- **Account**: Catalyst Tickets
- **Preferred Contact Method**: Email
- **Preferred Phone Numbers**: 555-555-5555
- **Preferred Email Addresses**: myemail@mycompany.com

*Select the Matter name for Insight or Customer account for Legal Hold from the available list.
You may enter more than 1 email address. Separate addresses with a ";".

## System Information

We have populated your **System Information** based on your previous ticket.
Please confirm that you would like to use the same system information for this ticket, select from a previous System Information option or create a New System.

- **Enter Your System Information Name**: Catalyst Ticket Tests
- **Product Line**: Legal Tech
- **Application**: Insight
- **Application Version**: Cloud
- **System Type**: N/A

**Support Level**: OpenText Protect

**Support Level Details**: During regional working hours, you have access to our Support Center for all severity issues. Our Customer Service Portal, product upgrades, service packs, patches remain available with valid login any time of day.

Learn more about the Open Text Product support programs [here](#).
Please enter your Ticket Details for this ticket including any attachments and text to help deal with your issue. When you are ready then click the Submit Ticket button.

Subject *
Creating a Test Ticket

What is your question? *
What specific component or functionality do you have a question about? Are you experiencing something different from what you expect?

What is the origin of your inquiry?
Is a certain component of the software affected or is it system-wide? Does it occur only under certain conditions or in specific situations? Is it happening in one or more environments?

When did you become aware of this?
Provide the date when you first encountered or noticed the symptoms related to your inquiry.

Is the situation changing or is it stable?
Is the situation or concern observed in more than one area of the software? Is it growing or evolving in any way?

Priority *
3 - Normal

The number of attachments is unlimited but each file cannot exceed 20MB. To upload files larger than 20MB, request an FTP account.
Supported file types: pdf, doc, docx, xls, xlsx, zip, jpeg, jpg, png, gif, tar, bzip2, gzip, html, js, xml, avi.

Attachments

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Submit Ticket