

# FUZE COMMUNITY

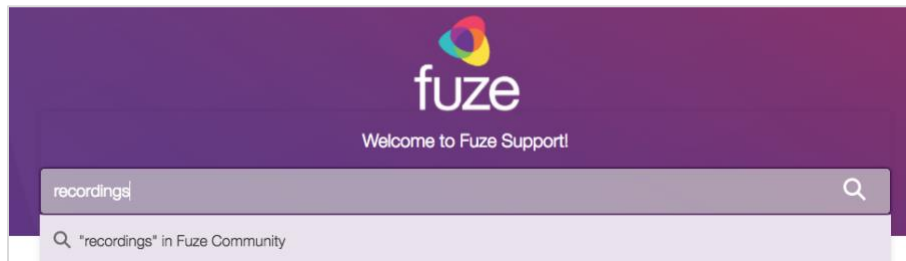
## Searching & Submitting Cases

To access the Fuze Community visit <https://fuzecommunity.force.com/support/>

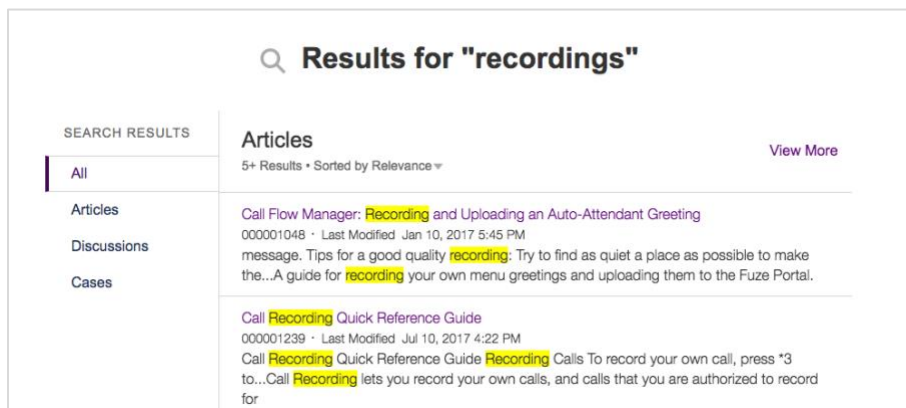


### Searching in the Community

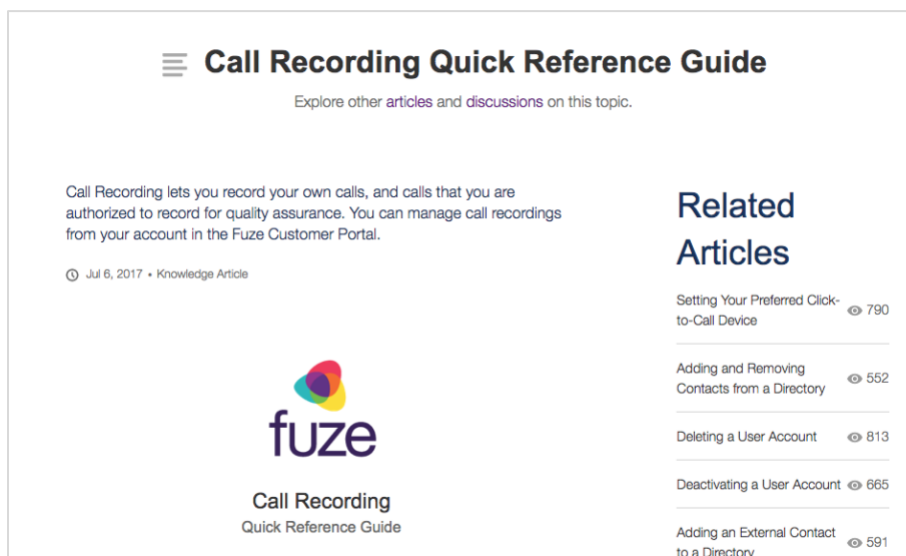
1. Type your search words in the search box and click the **Magnifying Glass** icon or hit enter.



2. **Articles, Discussions, and Cases** that are related to your search will display.



3. Opening an asset will display additional information. You will also see any **Related Articles**.





## Submitting a Case

1. To submit a case, click the **Contact Support** button at the bottom of the page.



2. Fill in **Contact Name, Priority, What challenges are you facing, Subject, and Description.** **Add Attachment** if applicable, and click **Submit**.

**Contact Fuze Support**

Contact Name

Priority

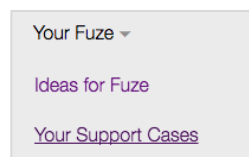
What challenge are you facing?

Subject

Description

[Add Attachment](#)

3. To view existing cases, click the **Your Fuze** menu at the top of the page and then select **Your Support Cases**.



4. Filter the view by the type of case and then click on a case number to view the most current information available.

Cases  
All Open Cases ▾ New

50+ items • Sorted by Contact Name • Filtered by Closed, Owner Name, Case Record Type • Updated a few seconds ago

	CAS...	CONTACT NAME ↓	SUBJECT	STATUS	PRIORITY	DATE/TIME OPE...	
1	00219380	<a href="#">Rob Smith</a>	Billing team	New	P3 - Moderate Busi...	9/15/2016 2:11 AM	▾
2	00361353	<a href="#">Dan Jones</a>	Impellam UK – Serv...	Pending Date	P3 - Moderate Busi...	12/19/2017 11:07 AM	▾
3	00362288	<a href="#">Bill Davis</a>	Fax Help	New	P3 - Moderate Busi...	12/21/2017 3:42 PM	▾
4	00343857	<a href="#">Sue Miller</a>	Fwd: FW: Dispatch...	New	P3 - Moderate Busi...	11/1/2017 2:27 PM	▾
5	00330081	<a href="#">Amy Wilson</a>	Fwd: NEW CUSTO...	New	P3 - Moderate Busi...	9/26/2017 1:19 PM	▾