

# サポートサイト (Wolken) の使用方法

サポートサイトの「HOME」からはCase一覧が確認できます。

The screenshot displays the Symantec Support Center interface. At the top left is the logo for 'Symantec Support Center' with the Japanese text 'シマンテックサポートセンター'. To the right is a search bar with a magnifying glass icon and the text 'Search'. Further right is a red button labeled 'Ticket ID' with a dropdown arrow. In the top right corner, there is a notification bell icon with the number '40' and a red button labeled 'AS'. Below the header is a navigation bar with tabs: 'Home' (underlined), 'My Cases', 'All Cases', and 'Create Ticket'. The main content area features a decorative network graphic on the left and 'Contact Information:' on the right, with a link to <https://licensecounter.jp/symantec/support/>. Below this is a section titled 'My Open Tickets' with a refresh icon. It contains a table with the following columns: 'Ticket ID', 'Subject', 'Status', 'Priority', 'Creator Name', and 'Created On'. The table is currently empty, displaying the message 'No Records to display'.

「My Open Tickets」には、お客様ご自身で作成した対応中のケースが表示されます。

Symantec Support Center  
シマンテックサポートセンター

Search Ticket ID

40 AS

Home My Cases All Cases Create Ticket

Contact Information:  
<https://licensecounter.jp/symantec/support/>

### My Open Tickets

Ticket ID	Subject	Status	Priority	Creator Name	Created On
No Records to display					

**「Critical Tickets」には、お客様のすべての重要なケースを表示します。**

The screenshot displays a web interface with a navigation bar at the top containing 'Home', 'My Cases', 'All Cases', and 'Create Ticket'. Below the navigation bar, there are two sections, each containing a table header and a message indicating no records are displayed.

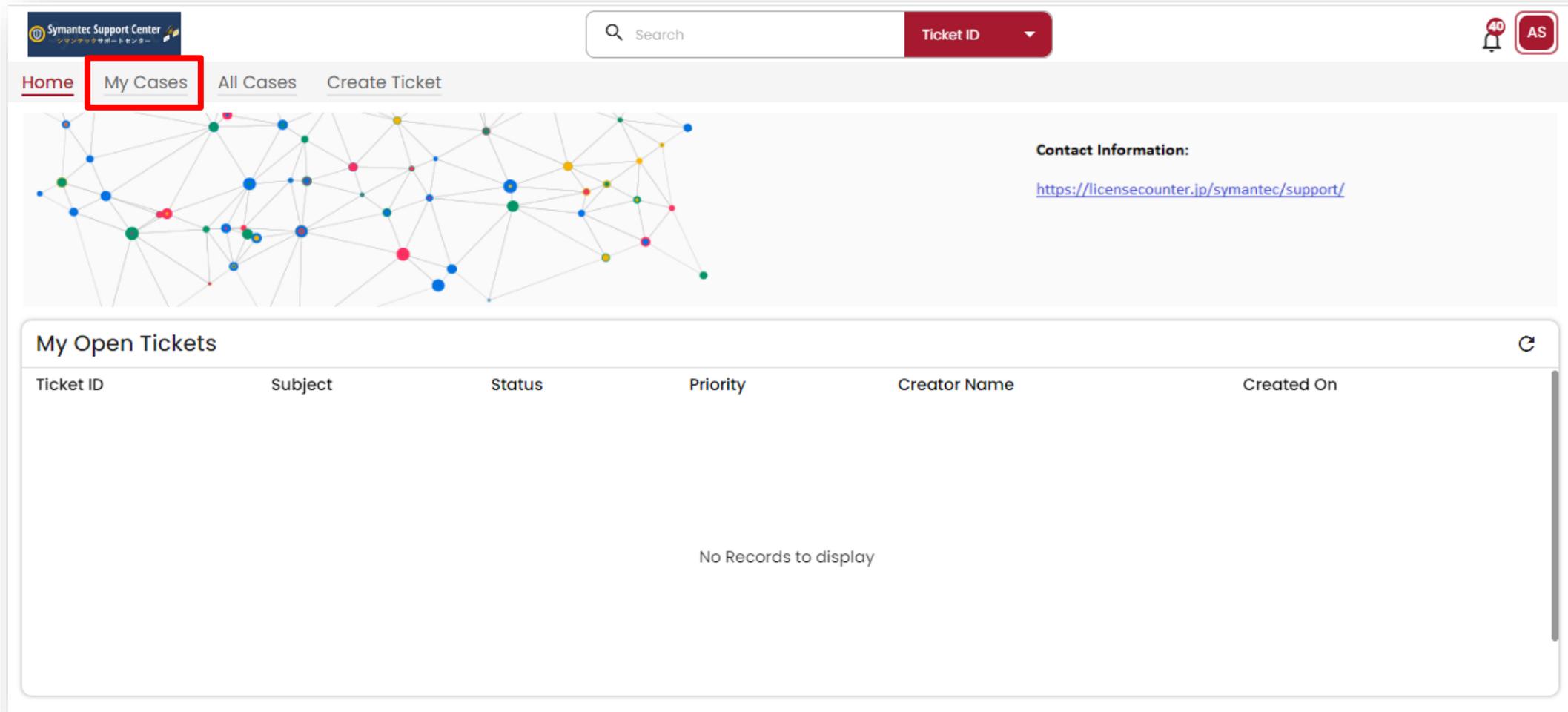
**My Open Tickets**

Ticket ID	Subject	Status	Priority	Creator Name	Created On
No Records to display					

**Critical Tickets**

Ticket ID	Subject	Status	Priority	Creator Name	Created On
No Records to display					

「My Cases」には、お客様ご自身が申請したケースが表示されます。



The screenshot displays the Symantec Support Center interface. At the top left is the Symantec Support Center logo. A search bar and a 'Ticket ID' dropdown menu are located at the top right. The navigation menu includes 'Home', 'My Cases' (highlighted with a red box), 'All Cases', and 'Create Ticket'. Below the navigation menu is a decorative network graphic. To the right of the graphic is the 'Contact Information' section with a link to <https://licensecounter.jp/symantec/support/>. The main content area is titled 'My Open Tickets' and contains a table with the following columns: Ticket ID, Subject, Status, Priority, Creator Name, and Created On. The table is currently empty, displaying 'No Records to display'.

Ticket ID	Subject	Status	Priority	Creator Name	Created On
No Records to display					

「All Cases」には、同一SiteIDにて申請されたすべてのケースが表示されます。

Symantec Support Center  
シマンテックサポートセンター

Search Ticket ID

40 AS

Home My Cases **All Cases** Create Ticket

Contact Information:  
<https://licensecounter.jp/symantec/support/>

My Open Tickets

Ticket ID	Subject	Status	Priority	Creator Name	Created On
No Records to display					

