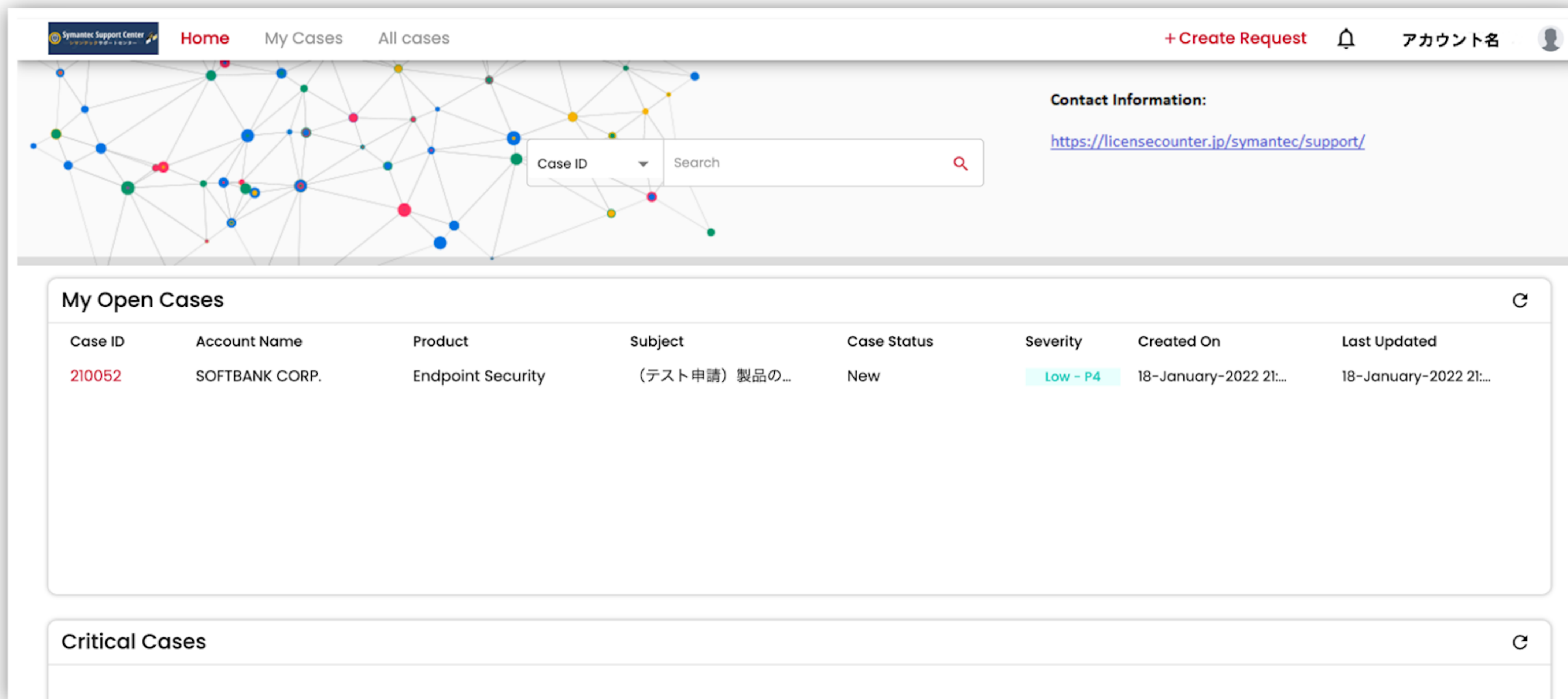




# シマンテックサポートサイト (Wolken) の使用方法

## サポートサイト「HOME」からは、ケース一覧が確認できます



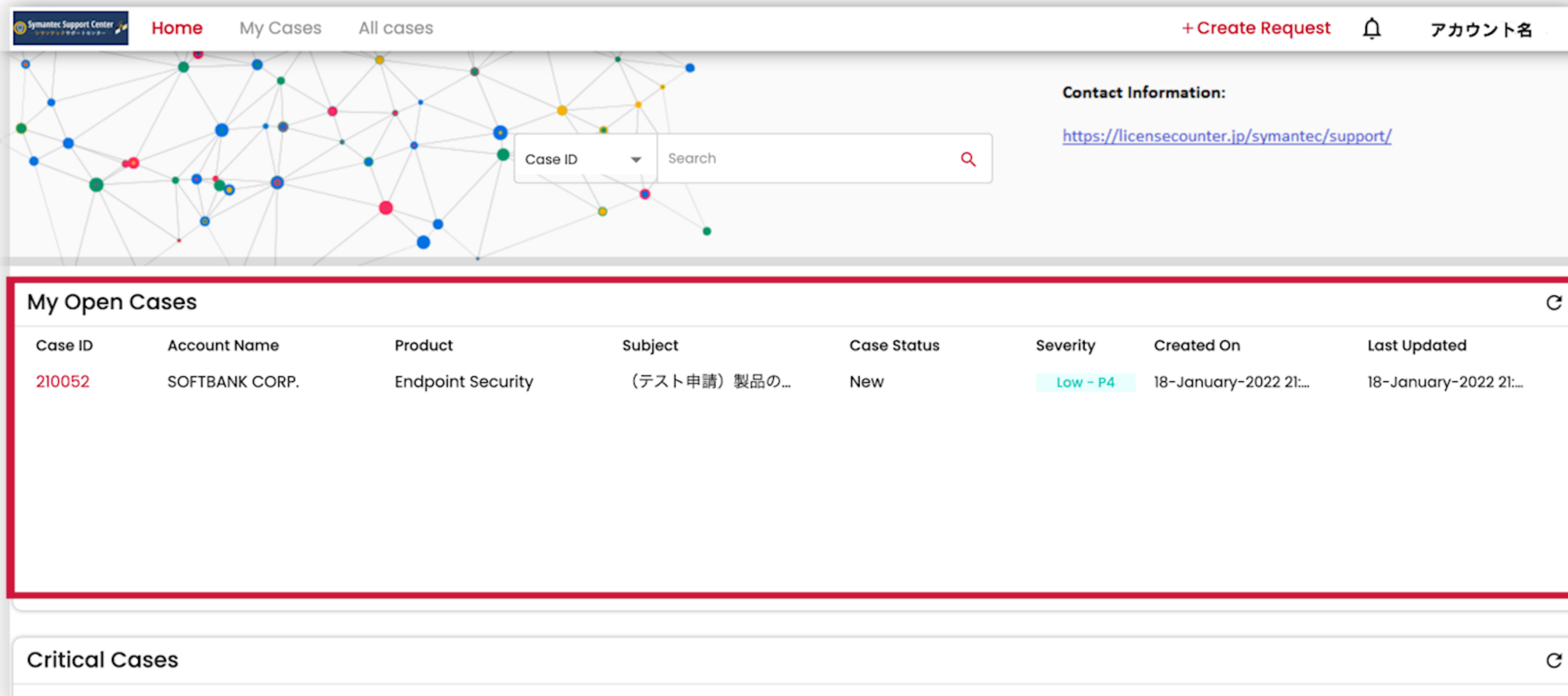
The screenshot shows the Symantec Support Center interface. At the top, there are navigation tabs for 'Home', 'My Cases', and 'All cases'. On the right, there are links for '+ Create Request', a notification bell, and 'アカウント名' (Account Name) with a user profile icon. Below the navigation is a search bar with a dropdown menu for 'Case ID' and a search icon. To the right of the search bar, there is a 'Contact Information' section with a link to <https://licensecounter.jp/symantec/support/>. Below the search bar is a section titled 'My Open Cases' with a refresh icon. This section contains a table with the following data:

Case ID	Account Name	Product	Subject	Case Status	Severity	Created On	Last Updated
210052	SOFTBANK CORP.	Endpoint Security	(テスト申請) 製品の...	New	Low - P4	18-January-2022 21:...	18-January-2022 21:...

Below the 'My Open Cases' section is a section titled 'Critical Cases' with a refresh icon.

# サポートサイトの使用方法

「My Open Cases」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

Home My Cases All cases

+ Create Request アカウント名

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

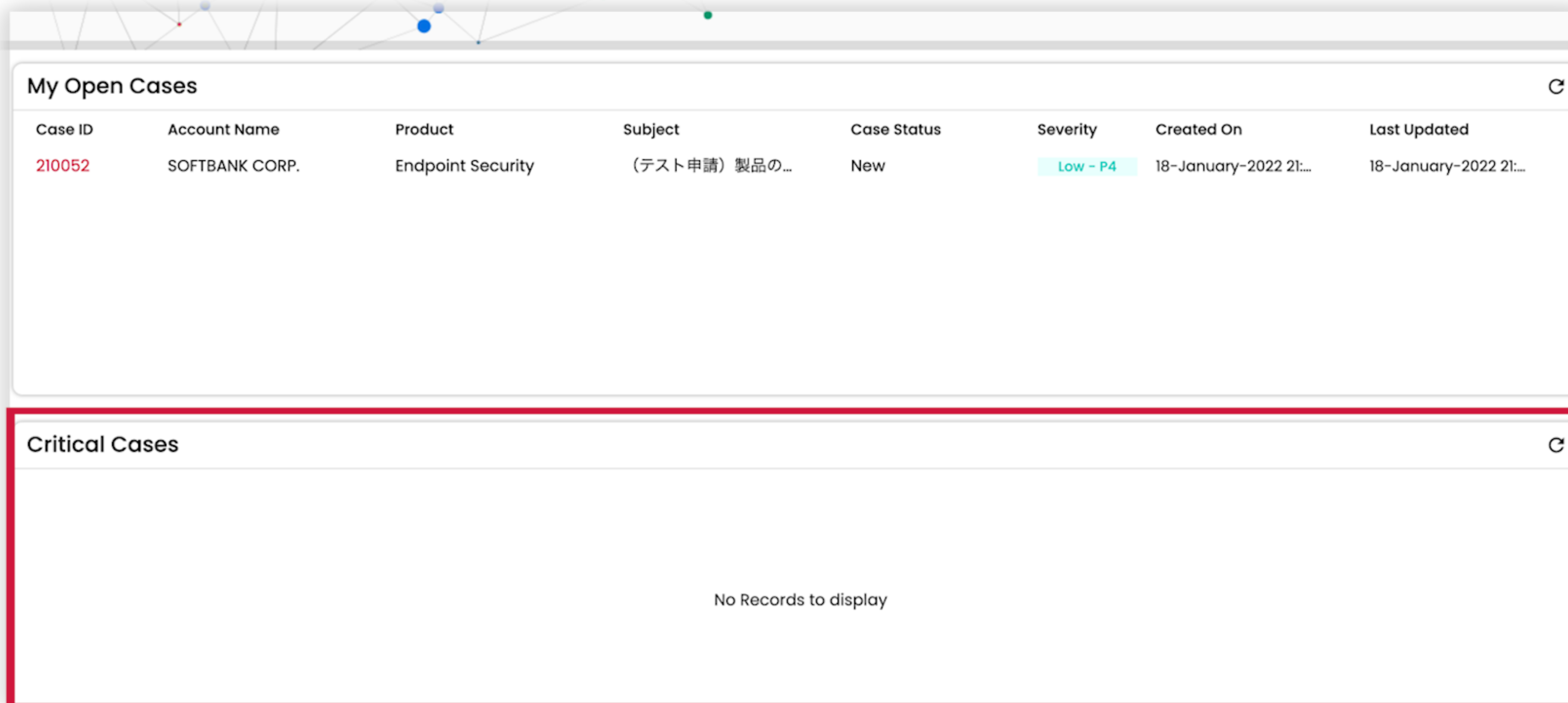
Case ID Search

### My Open Cases

Case ID	Account Name	Product	Subject	Case Status	Severity	Created On	Last Updated
210052	SOFTBANK CORP.	Endpoint Security	(テスト申請) 製品の...	New	Low - P4	18-January-2022 21:...	18-January-2022 21:...

### Critical Cases

「Critical Cases」には、お客様の全ての重要なケースを表示します

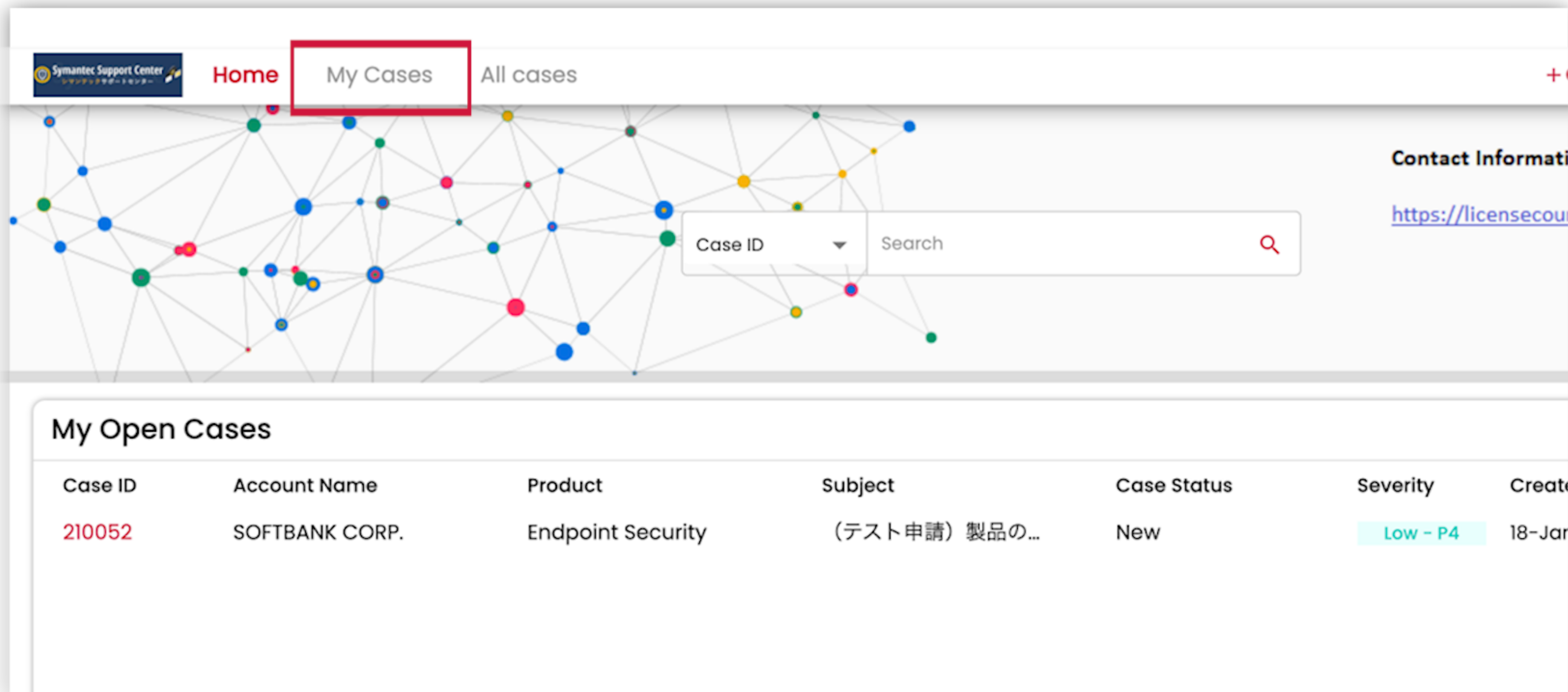


The screenshot displays two sections of a support portal. The top section, 'My Open Cases', contains a table with one entry. The bottom section, 'Critical Cases', is currently empty and highlighted with a red border.

Case ID	Account Name	Product	Subject	Case Status	Severity	Created On	Last Updated
210052	SOFTBANK CORP.	Endpoint Security	(テスト申請) 製品の...	New	Low - P4	18-January-2022 21:...	18-January-2022 21:...

No Records to display


「My Cases」には、お客様ご自身が申請したケースのリストを表示します



The screenshot displays the Symantec Support Center interface. At the top, there is a navigation bar with the Symantec Support Center logo and three menu items: 'Home', 'My Cases' (highlighted with a red box), and 'All cases'. Below the navigation bar is a decorative header image featuring a network of colorful nodes and connecting lines. On the right side of this header, there is a 'Contact Information' section with a link to <https://licensecount>. A search bar is positioned in the center of the header, containing a dropdown menu with 'Case ID' selected and a search icon. Below the header is a section titled 'My Open Cases' which contains a table of case information.

Case ID	Account Name	Product	Subject	Case Status	Severity	Created
210052	SOFTBANK CORP.	Endpoint Security	(テスト申請) 製品の...	New	Low - P4	18-Janu

「All cases」には、企業内で申請された全てのケースのリストを表示します



The screenshot displays the Symantec Support Center interface. At the top, there is a navigation bar with the Symantec Support Center logo and menu items: Home, My Cases, and All cases (highlighted with a red box). Below the navigation bar is a decorative network graphic. On the right side, there is a search bar with a dropdown menu set to 'Case ID' and a search button. Below the search bar, there is a section titled 'My Open Cases' containing a table of case information.

Case ID	Account Name	Product	Subject	Case Status	Severity	Created
210052	SOFTBANK CORP.	Endpoint Security	(テスト申請) 製品の...	New	Low - P4	18-Janu

登録が完了しない場合は、お手数ですが  
Symantec アカウントサポートセンターまでご連絡ください

宛先 : Symantec アカウントサポートセンター <SBBMB-symantec-acsup@g.softbank.co.jp>

件名 : ケース申請について

ケース申請がうまく行きません。

氏名 : ●●

企業名 : ●●

SiteID : ●●

エラー状況 : (具体的にどの手順が進められない等、ご記載ください)

**※問い合わせ対応日時 : 平日9:00~17:30**  
**こちらの宛先は、障害対応窓口ではありません**

 SB C&S

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