

# 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', followed by a red 'Ticket ID' dropdown menu. In the top right corner, there is a notification bell icon with the number '40' and a red 'AS' button. Below the header is a navigation bar with tabs for 'Home', '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, including 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'.

Ticket ID	Subject	Status	Priority	Creator Name	Created On
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。

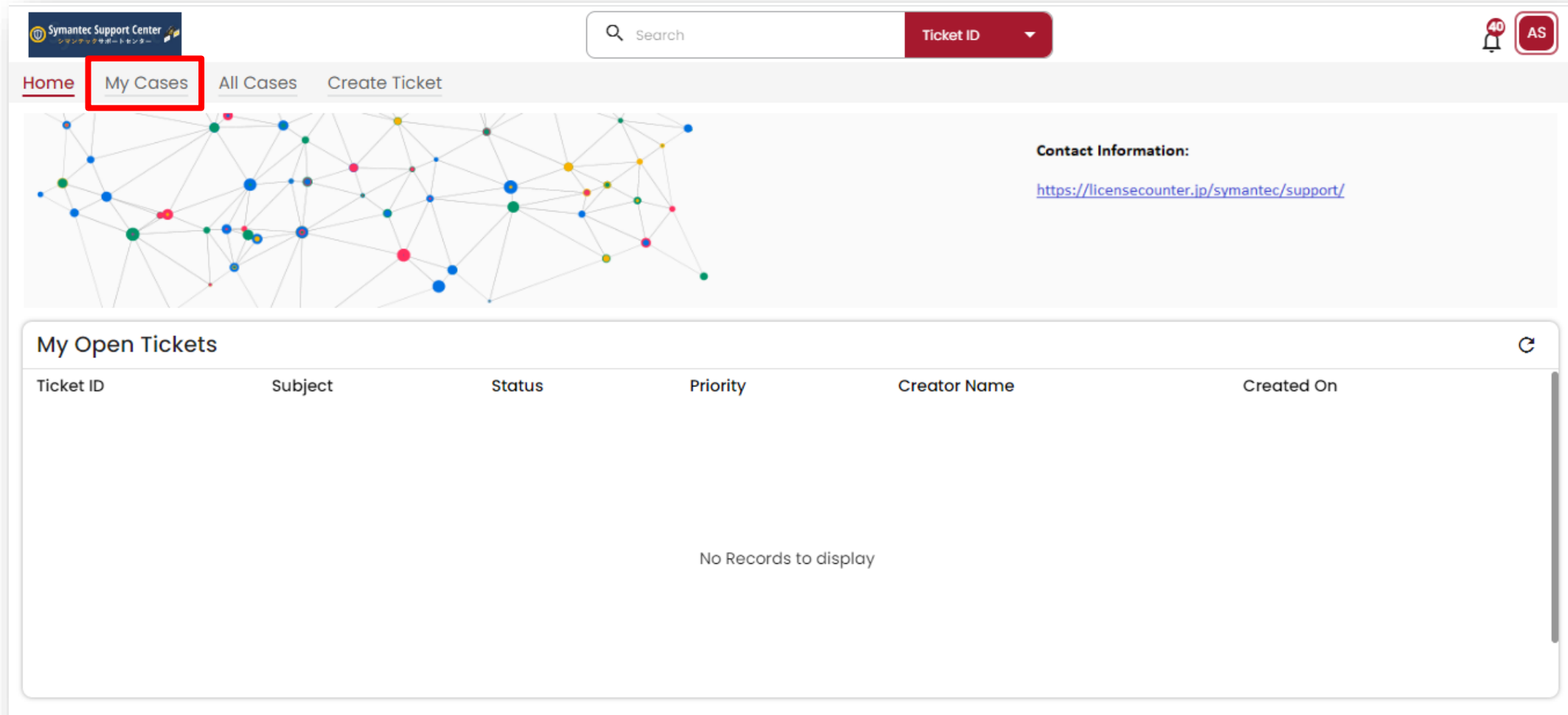
The screenshot displays the Wolken support site interface. At the top, there are navigation tabs: Home, My Cases, All Cases, and Create Ticket. Below the navigation, there are two main sections, each containing a table of tickets. The first section is titled 'My Open Tickets' and the second is titled 'Critical Tickets'. Both tables have the same columns: Ticket ID, Subject, Status, Priority, Creator Name, and Created On. Both tables currently show 'No Records to display'.

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

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。

The screenshot displays the Symantec Support Center interface. At the top, there is a search bar and a 'Ticket ID' dropdown menu. The navigation menu includes 'Home', 'My Cases', 'All Cases' (highlighted with a red box), and 'Create Ticket'. Below the navigation, there is a network diagram on the left and 'Contact Information' on the right, including 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, with the text 'No Records to display' centered below it.

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

