What's news in term of support at ECMWF? ECMWF Unified Support Portal

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ECMWF

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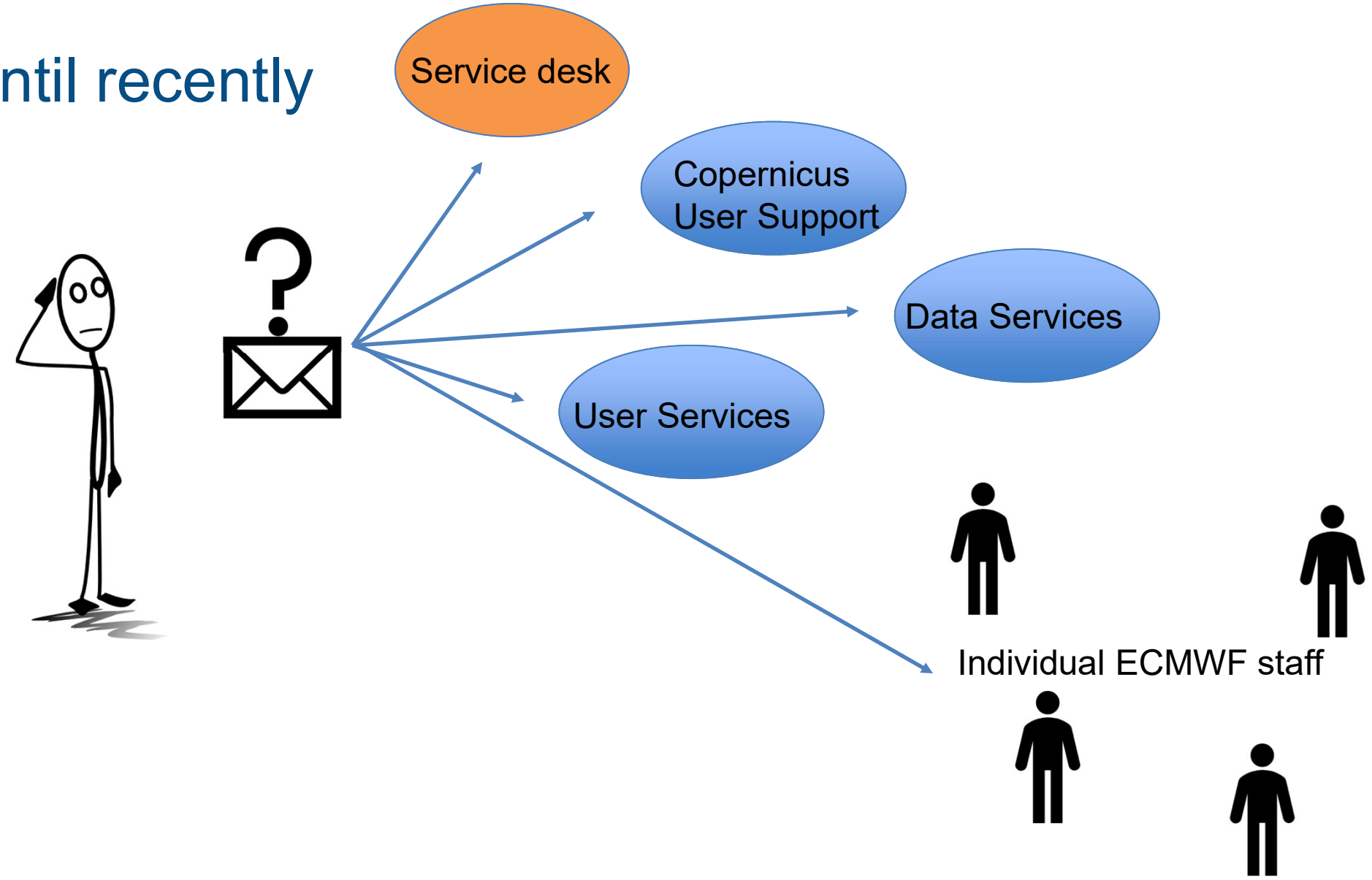
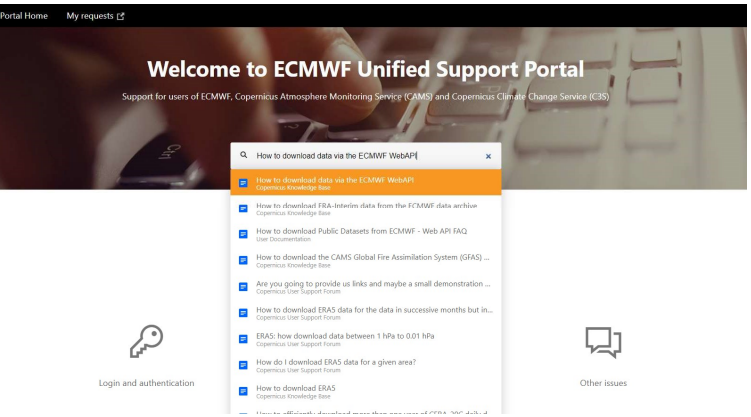
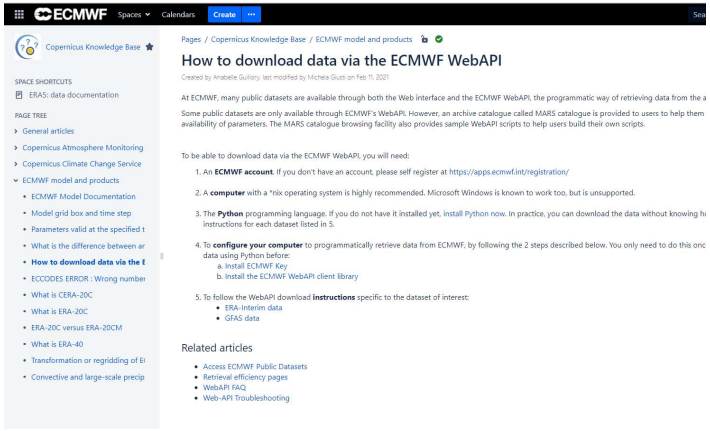
Until recently

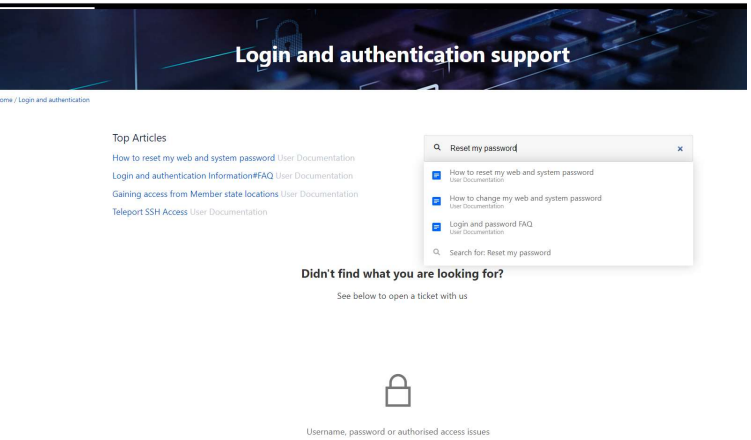


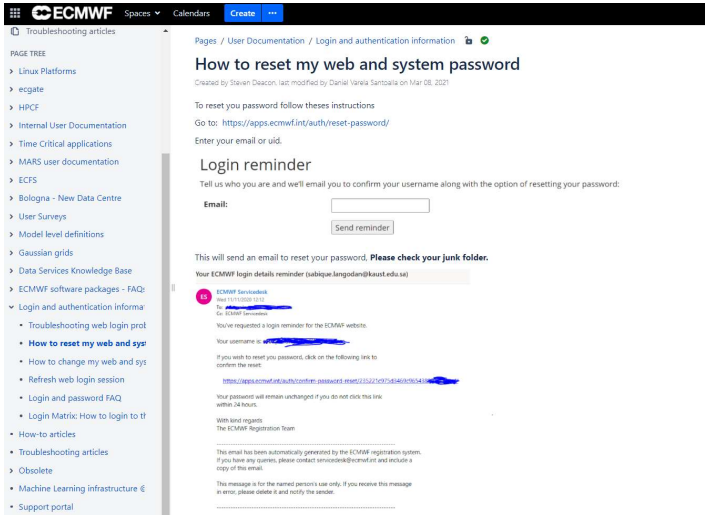
ECMWF Unified Support Portal provides one entry point for all support questions

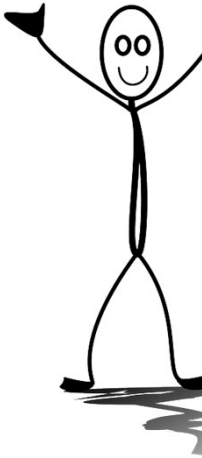
Searches ECMWF documentation and display links to relevant documentation articles



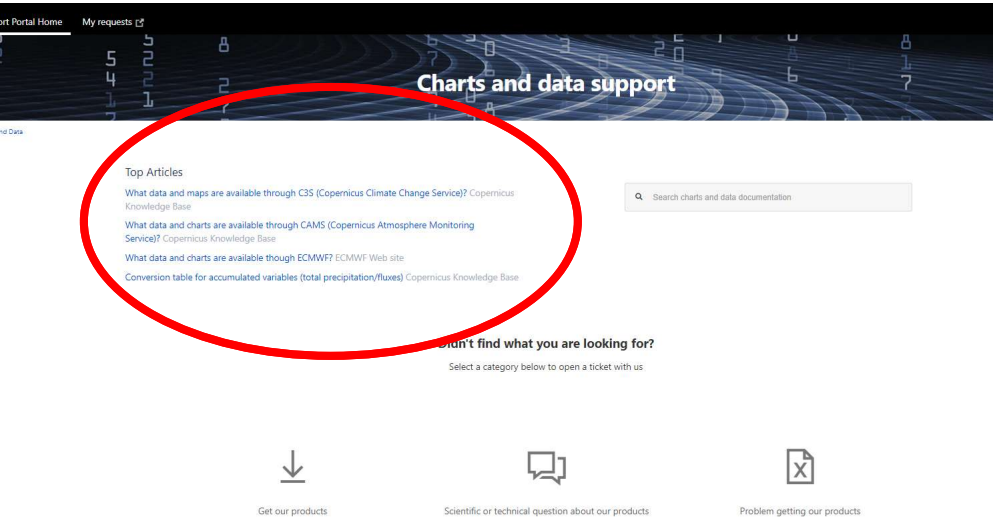


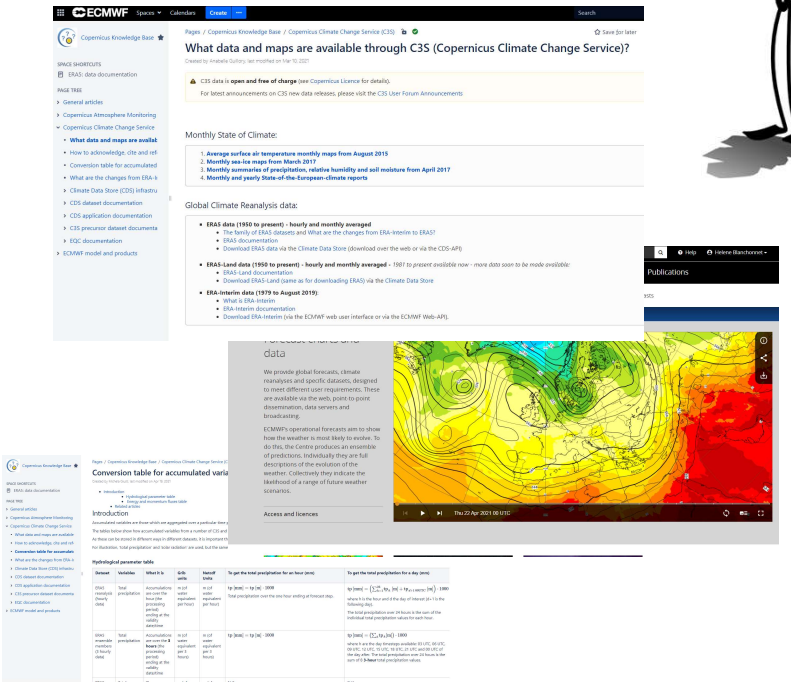




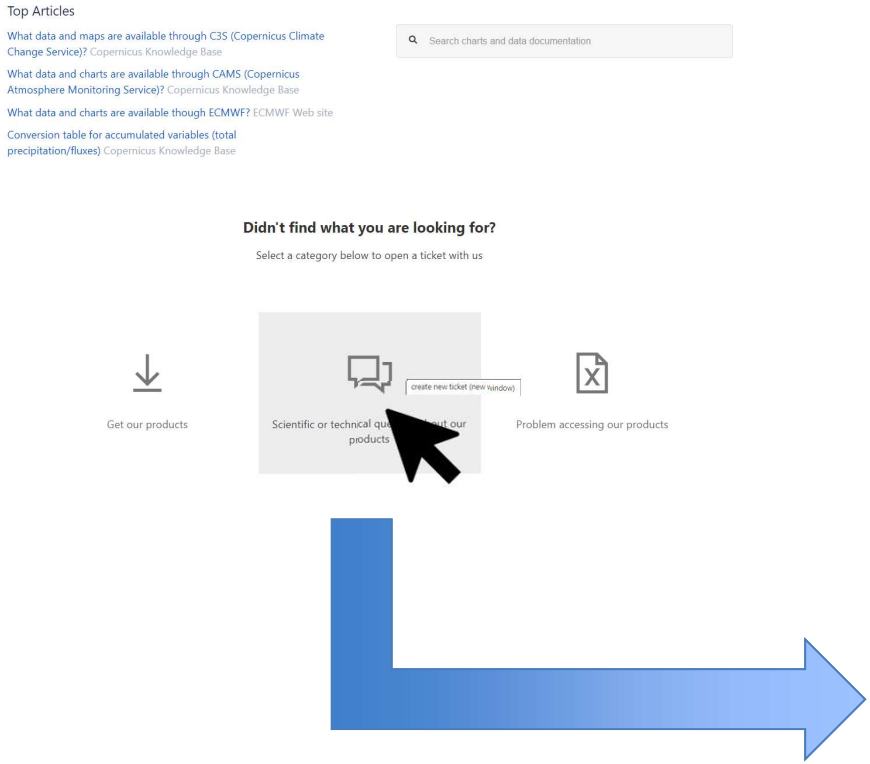


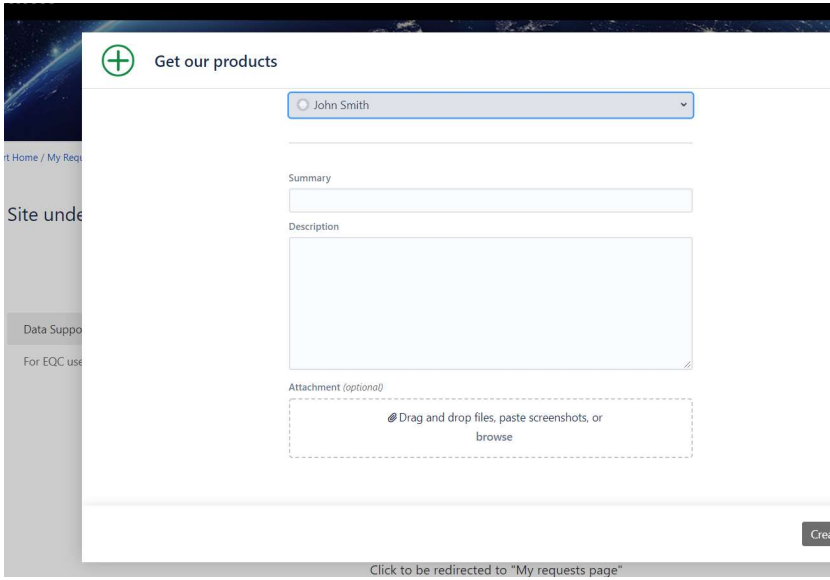
Offers links to documentation articles by topics



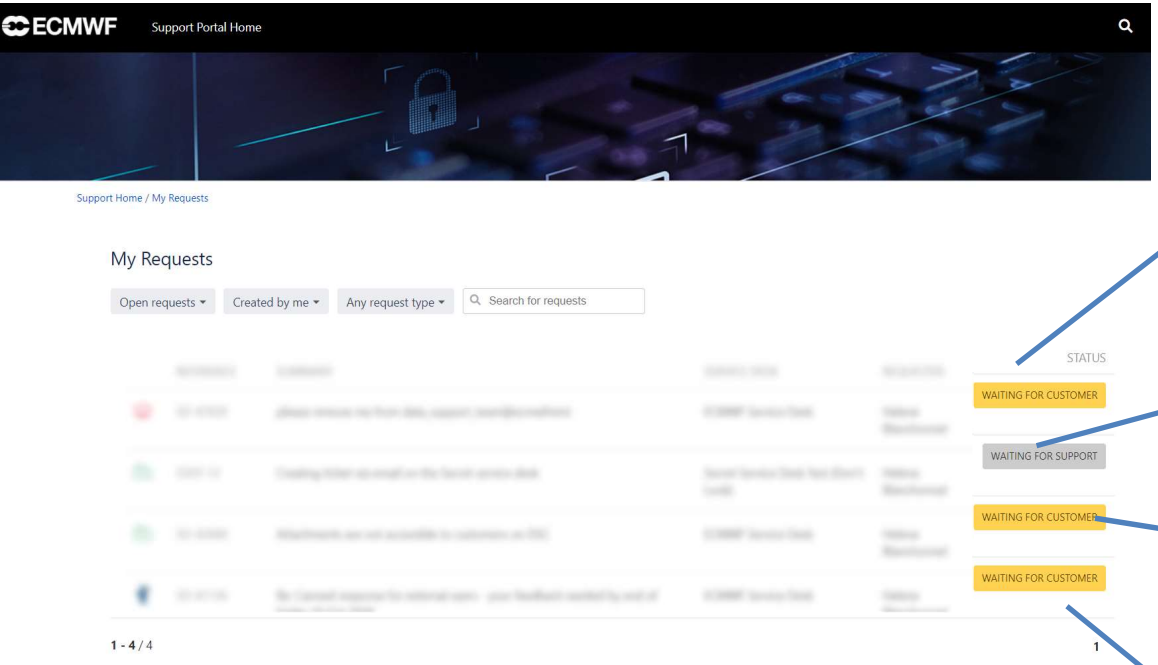


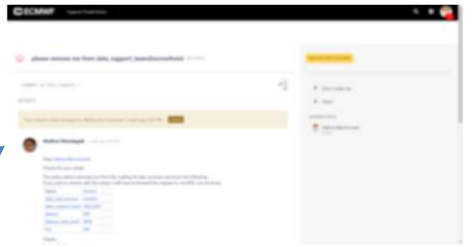
Offers the option to create a support request

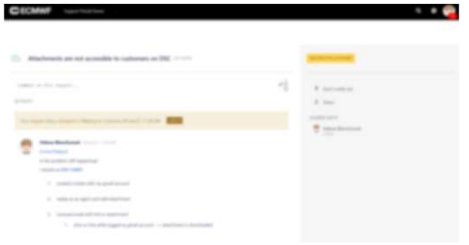


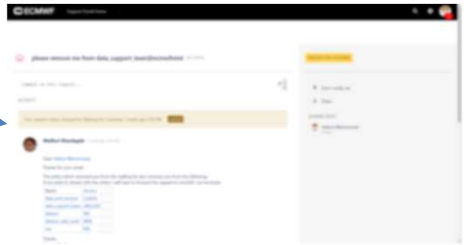


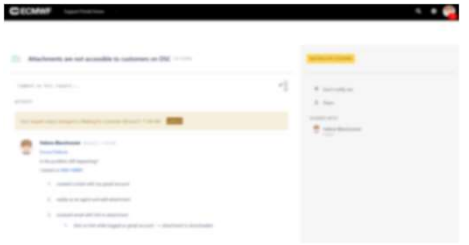
Manage all your existing support requests in one place





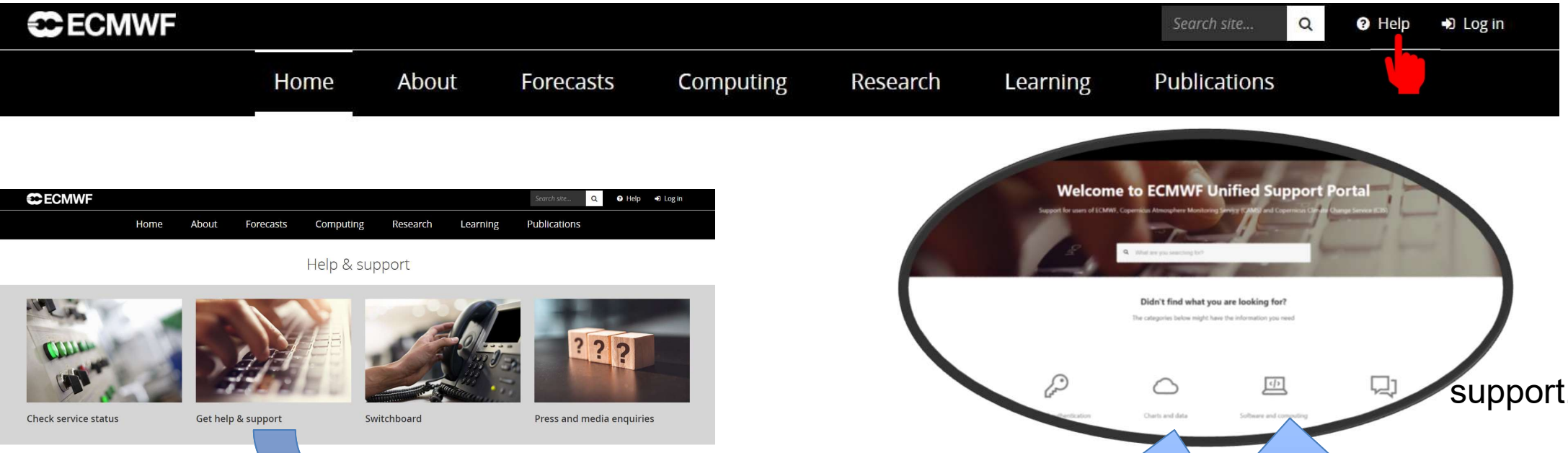






How to find ECMWF Unified Support Portal

From www.ecmwf.int



support.ecm

Going forward…

- Stop email ingestion
  - Email to servicedesk, data.service, Copernicus support will no longer be accepted
  - Instead users will receive a reply advising them to use the portal
  - Replies to subsequent Jira notification will still work
  - Once requests are close, it will not be possible to send emails to add comments
- Improve documentation
- Improve and adapt the user journey

Thank you