Daptiv and Barometer will be migrating to a new support ticketing system and the Planview Customer Success Center. Here are some FAQ’s related to this migration.

Ticketing

1. **When will the new ticketing system be used?**

The new ticket form will go-live on August 5th, 2021.

1. **Where will I submit cases?**

Links within Daptiv and Barometer to submit cases will be updated to the new platform. You can submit cases via the following channels.

**Daptiv**

Webform - <https://success.planview.com/Planview_Daptiv/Support/Submit_a_Support_Case>

Phone - US: (512) 346-8460 International: +49-721-9597-262

Secondary- US: 888-341-9117 EMEA: +33 (0) 4 89 7373 02

**Barometer**

Webform - <https://success.planview.com/Planview_Barometer/Support/Submit_a_Support_Case>

Email - [support@barometerit.com](mailto:support@barometerit.com)

1. **How will I communicate on current open cases after the migration?**

You will still have access to all cases remaining open at cut-over through email. Simply respond to the open case thread by email and your response will be received for that case.

1. **Can I still access a view of all my cases?**

At this time, a ticket portal view of all your cases will not be available from the new ticketing system.

1. **Will the ticket priorities change?**

No, ticket priorities will not change but the title of priority (severity) levels will change. When submitting new cases, you will be asked to complete the Severity field, with the following options.

* **Critical, formerly Urgent -** The issue affects critical functionality or critical data. It does not have a workaround. Critical components or application areas are not functioning and business/decision-making is adversely affected. Ad-hoc Cloud Operations actions should not be classified as Critical severity.
* **Major, formerly High** - The issue affects major functionality or major data. It may have a workaround but is not obvious and is difficult.
* **Moderate, formerly Normal** - The issue affects minor functionality or non-critical data. It has an easy workaround.
* **Minor, formerly Low** - The issue does not affect functionality or data. It does not even need a workaround. It does not impact productivity or efficiency. It is merely an inconvenience.

Community/Knowledgebase

1. **Will there be a Knowledge Base in Community with Release Notes, etc.?**

The existing Daptiv and Barometer Community content will be available on the current platform until **late September 2021**. As part of this move, we have reviewed all the articles, videos, etc. from the current Daptiv Community and will be loading them into the [Planview Customer Success Center](https://success.planview.com/). Another FAQ document regarding Knowledgebase and Product News/Release Notes content will be posted prior to Go-Live in late September.

1. **How will I receive new article and maintenance notifications?**

New article and maintenance notifications will no longer be sent from [noreply@daptiv.zendesk.com](mailto:noreply@daptiv.zendesk.com) or [noreply@barometer.zendesk.com](mailto:noreply@barometer.zendesk.com) when we cutover the community content to the new Customer Success Center. Instructions to subscribe will be posted in the FAQ prior to Go-Live. To receive notifications of uptime incidents today via email, click the “Subscribe” button at:

Daptiv: <https://status.daptiv.com/>

Barometer: [https://status.eam.changepoint.com](https://status.eam.changepoint.com/)/

1. **Where will I submit product enhancement requests?**

You will be able to submit Product Feedback and Enhancement requests in a new platform that will be accessible from the Customer Success Center.

1. **Where will I find User Forums?**

At this time, User Forums will not be available on the new platform, but you can interact with other Planview customers through our live customer events like [Planview Accelerate.](https://www.planviewaccelerate.com/)

1. **Where will I find events and training information?**

Events Information and Training will also be available from the Planview Customer Success Center after all Daptiv Community content is migrated.

We hope your experience as we migrate will be seamless. Please let us know if you have any questions, comments, or concerns.