

How to Open Expert Services Request

1. Log into your Apigee Support Portal <http://apigee.com/about/support/portal>
2. Choose to create a new case using the left NavBar:

Welcome, PD Portal user

Home Cases Knowledge Base Libraries

Logged in as

Welcome to the Apigee Customer Portal

Create New Case View Cases Knowledge Base

Hot Support Notices

General Notices

3. Select Expert Services as the Record Type:

Welcome, PD Portal user

Home Cases Knowledge Base Libraries

Logged in as PD Portal user

New Case Select Case Record Type

Select a record type for the new case.

Select Case Record Type

Record Type of new record | Expert Services

Continue Cancel

Record Type Name	Description
Expert Services	Expert Services is a paid consulting offering that requires ASUs (Apigee Service Units) in order to work with the Apigee Customer Success team. If you have any questions please contact your Practice lead or expertservices@apigee.com
Support Request	Support requests (problems, questions, license requests, etc.) submitted by customers or internal

4. Complete the case form and submit the request:

Case Edit New Case

Fill in the required fields and submit the request. If possible, be very detailed in the description.

Case Edit

Submit Cancel

Details

Priority 3-Medium

Product --None--

Component --None--

Status New

Case Owner PD Portal user

Sales Order #

Estimated Time

Contact Name Praveen

Account Name

Description Information

Subject

I need help with --None--

Description

Submit Cancel