

Support Model ^[1]

May 4, 2024 by [Melanie Jones](#) ^[2]

Not sure if you have access to complete a task? Find out which roles have access to complete which tasks - and those you must request.

Access: User / Super User /eComm Specialist

Within eComm, there are three different types of roles which directly correlates to the level of access granted ^[3] and the training received. For those tasks that a role can't complete, a request should be submitted to the next level of support.

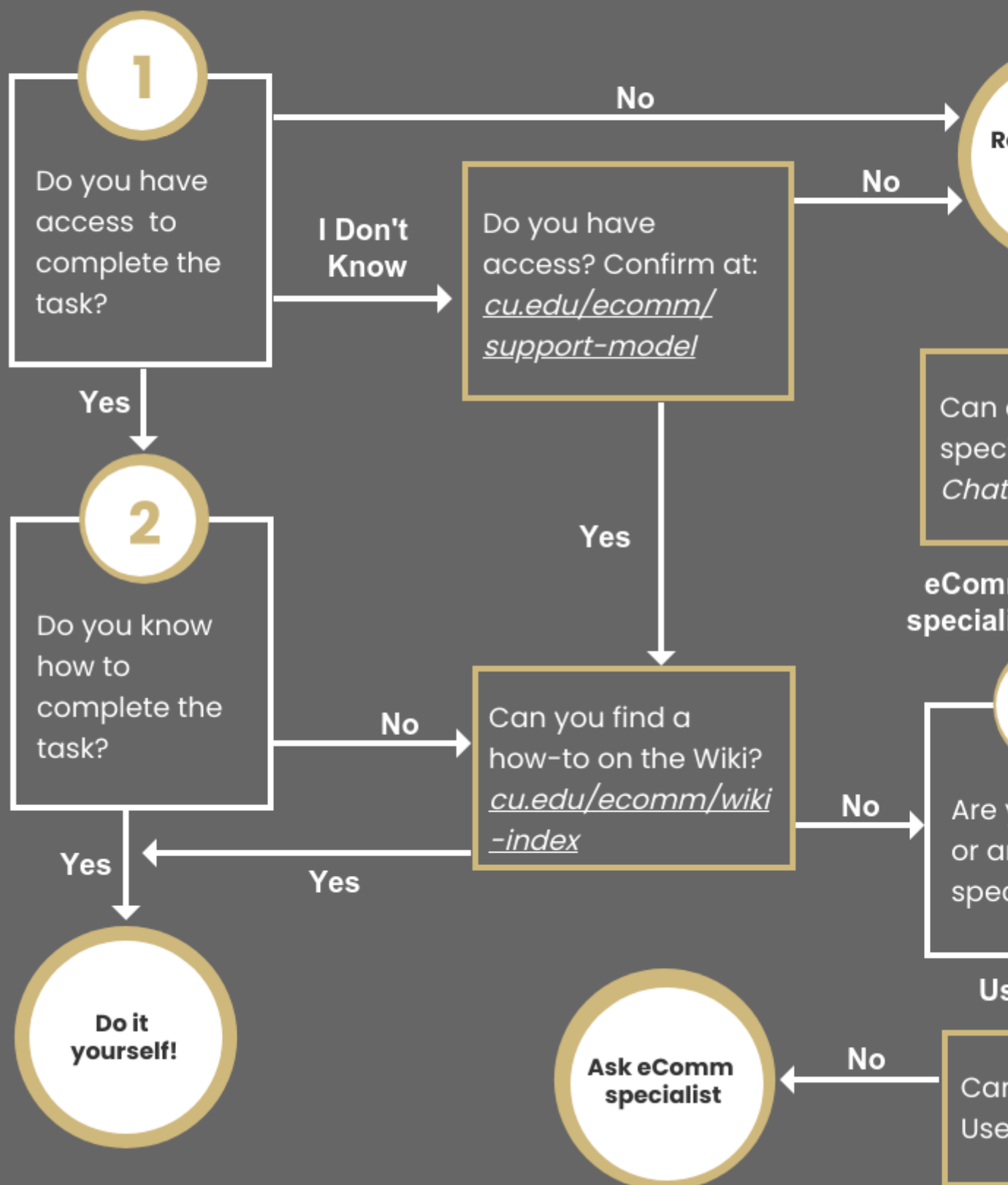
- Users always go to their eComm specialist who will elevate accordingly.
- Super Users always work with their eComm specialist who will address (or escalate) accordingly.
- eComm specialists always submit a ticket to the System office which will be addressed (or escalated) accordingly.

[View Access Document](#) ^[3]

eComm Support Diagram

eComm

Support & Available Resources



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