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 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

**eComm Support Diagram**
1. Do you have access to complete the task?
   - Yes
   - No
     - I Don't Know
       - Do you have access? Confirm at: cu.edu/ecomm/support-model
         - Yes
         - No
           - No
             - Can you find a how-to on the Wiki? cu.edu/ecomm/wiki-index
               - Yes
               - No
                 - No
                   - Ask eComm specialist
                     - Yes
                     - No
                       - No
                         - Use our chat service or ask a specialist
                           - Yes
                           - No
                             - No
                               - Do it yourself!
Related Wikis

- Cvent Academy [4]

Display Title:
Support Model

Send email when Published:
No

Source URL: https://www.cu.edu/blog/ecomm-wiki/support-model

Links