Workflow-Support-Request

agiles

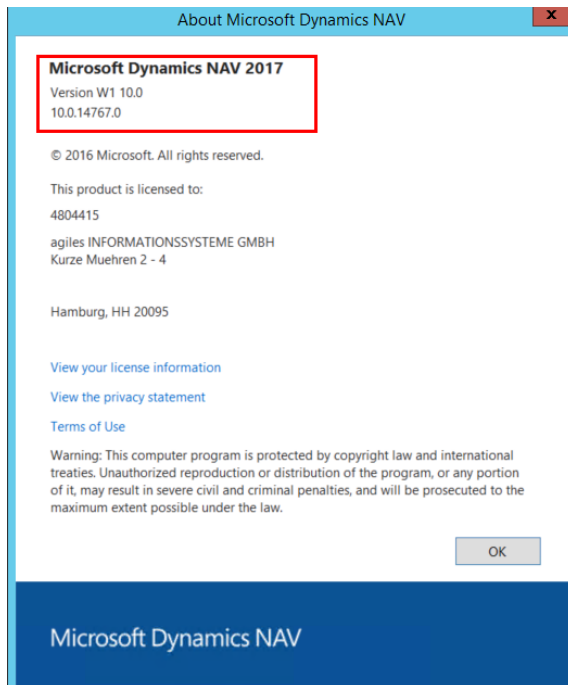| INCIDENT- Type of support	
Date & headline Please provide the date of this incident's initial submission and some basic headline keywords	
NAV partner Please provide the NAV Partner company name (including VOICE-ID if known), and add location/subsidiary information if applicable	
NAV partner consultant Please provide the partner's main consulting contact in charge for this incident	
Customer company Please provide company information (Name & location). Customer must be current on EP.	
Customer responsible Please provide main responsible contact (incl. role information) at customer site if applicable	
Additional Support services are billable. Invoice to:	
NAV / Workflow technical information	
NAV application version	Please provide screenshot of the NAV client version (**see Figure 1**) and add information about applied NAV (cumulative) update level
Workflow version	Please provide screenshot of the base Workflow setup page containing the Workflow version information (**see Figure 2)**
Workflow software changes. Please provide information if Workflow software (objects/functionality) was customized (if yes: please add responsible contact at partner/customer)	
Technical environment In case of a technical/infrastructure incident: Please provide basic information about the environment components (SQL-Server, NAS/NST-servers, clients):Windows version, SQL-version, system language, ports, NAV software build numbers, etc.	

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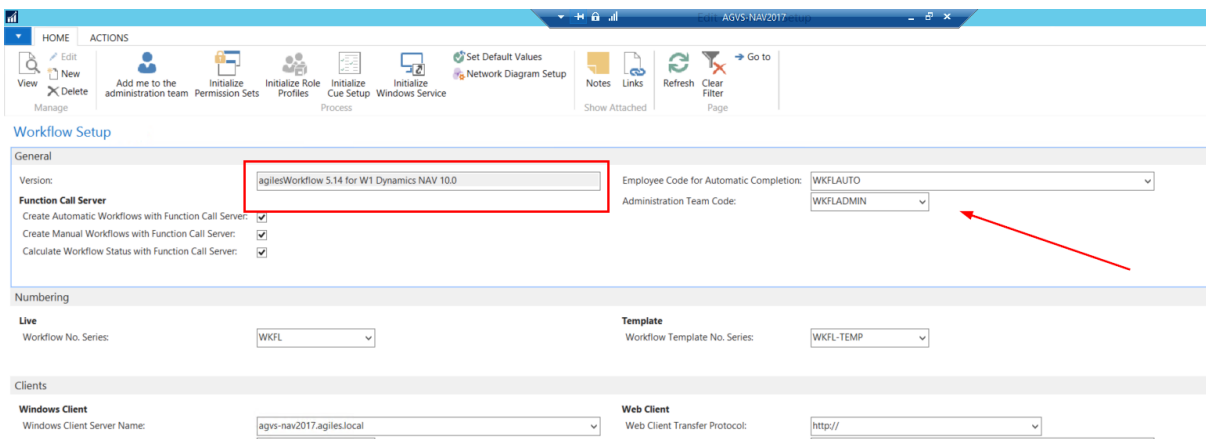
Description

Please provide…

- Detailed description of the incident / request, it's consequences, severity,

- Expected behavior / result

- Steps to reproduce including screenshots of…
    - Involved structure templates (workflow, to-do group, to-do, conditions,)
    - Involved technical setup (teams, table joins, etc.)
    - Shown (error-)messages

- Any other helpful information

Figure 1

Screenshot example for NAV client application version (e.g. 2013, 2013 R2, 2016, 2017) with current build version and license ID (taken from menu option "About Microsoft Dynamics NAV"):

Figure 2

Screen-shot example for base Workflow **setup page**:

Please enlarge the page window so that the full content of the version field is visible!