

Incident report

Ticket System

To improve the efficiency of incident support requests, please submit a ticket to facilitate tracking, response times, and the level of attention provided.

It is important to report incidents efficiently, including but not limited to:

- Date and time of the incident
- Description of the issue
- Evidence of the issue (screenshots, video, audio, etc.)
- Steps to reproduce the issue
- Impact level (user impact, service degradation, intermittent issue, complete outage, etc.)

Important:

Any incident that does not have a reference number will not be considered within the service level agreement (SLA) commitments

For any additional support through other channels, such as WhatsApp, it is always necessary to provide the incident ticket number.

- **Email**

Support	support@cleverideas.ai
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- **WEB**

<https://share.hsforms.com/19nHfcLBETzCxmmO MJ9fbA5awgn>

For administrative or financial requests, it is not necessary to open an incident request. Simply send an email to admin@cleverideas.com.mx or contact us through our phone line at +52 (33) 5004 2255, option 2.

Revision #5

Created 23 February 2023 14:47:10 by Alejandra Vega

Updated 29 May 2026 19:56:59 by Alejandra Vega