

Route a support request

Choose the right public contact, signed-in case or security-reporting channel so the request reaches an accountable queue.

Task: Use the route a support request process consistently and retain the right evidence.

Audience: Customers and partners

Owner: Obedience Governance

Version 2026.08 | Reviewed 2026-08-22 | Next review 2027-02-22

Purpose and scope

Choose the right public contact, signed-in case or security-reporting channel so the request reaches an accountable queue.

Use this guide as orientation, then rely on the signed agreement, current policy or named support response where those sources set a more specific obligation.

Prepare the right information

- Product and page involved.
- Urgency and business effect.
- A safe description and contact preference.

Follow the controlled process

1. Frame the need

State the desired outcome, affected product and accountable contact. For route a support request, avoid assumptions that have not been confirmed in writing.

2. Review and decide

Use the current governed source, record material questions and obtain approval from the person who owns the decision.

3. Retain evidence

Keep the final reference, date, decision and any follow-up action together so a later reviewer can reconstruct what happened.

Expected record

- The correct support route.
- A reference for follow-up.
- Clear expectations for the next response.

Keep in mind

Do not use ordinary support forms for live credentials or vulnerability exploit details.

Security and disclosure boundary

- Never send passwords, authentication codes, private keys or recovery codes to Obedience staff.
- Share the minimum customer, project and commercial information needed for the stated purpose.

- Public documentation explains controls and responsibilities without publishing exploitable topology, credentials or confidential implementation detail.