## How to Open Expert Services Request

- Log into your Apigee Support Portal <u>http://apigee.com/about/support/portal</u>
   Choose to create a new case using the left NavBar:

Home Cases Knowledge B	selection is "Cas	New option. The only se".	Log	iged in as
Welcome, PD Portal user <u>My Profile</u>   <u>Logout</u> Create New	Welcome to t	he Apigee Cus	stomer Portal	
Search Search All	t			
Find Knowledge Base Gol Messages and Alerts	Create New Case	View Cases	Knowledge Base	
EOL information for 3.8 versions has been published here.  Recent Items	Hot Support Notices <ul> <li>Developer Services Portal Securit</li> </ul>	y Update - • End Of Life	tices information for 3.8 versions has	

3. Select Expert Services as the Record Type:

		Log	ged in as PD Portal user		
Knowledge	Base Libraries				
	New Case Select Case R				
out					
•	Select a record typ	e for the new case.			
Select Case Record Type					
	Record	Type of new record Expert Services 📀			
\$	Continue Cancel				
	Available Case Record Types				
Record Type Name Description					
Base	Expert Services	Expert Services is a paid consulting offering that requires ASUs (Apigee Service Units) in order to work with the Apigee Customer Success teaplease contact your Practice lead or expertservices@apigee.com	am. If you have any questions		
	Support Request	Support requests (problems, questions, license requests, etc.) submitted by customers or internal			
	rtal user pout	rtal user sout Select Case R Select Case R Select Case Record Record Type Available Case R Record Type Name Base Expert Services	Knowledge Base       Libraries         Intra user       Select Case         Select Case Record Type       Select Record Type "Expert Services"         Select Case Record Type       Record Type of new record         Record Type of new record       Expert Services         Record Type Name       Description         Base       Expert Services       is paid consulting offering that requires ASUs (Apigee Service Units) in order to work with the Apigee Customer Success teal		

4. Complete the case form and submit the request:

Case Edit New Case	Fill in the required fields and submit the request. If possible, be very detailed in the description.		
Case Edit	Submit Cancel		
Details			
	Priority 2 3-Medium Product -None- C Component -None- C Status New C Case Owner PD Portal user Sales Order # Estimated Time	Contact Name Account Name	Praveen
Description Info	rmation		
	Subject I need help with aNone © Description © Submit Cancel		