

Contact a Support Agent

September 10, 2026

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Use the Support Agent when you need help with a project, its documents, or an issue that requires additional investigation. Providing clear project and document details helps the support team understand your situation and respond more effectively.

Overview

Atloria includes a **Support Agent** area for requesting help within your enterprise workspace. You can use it when you are working in a project and need assistance understanding documentation, locating information, or reporting an issue that affects your work.

Before contacting support, identify the project involved and gather the relevant document or issue details. For example, you may need help with a document listed under **Documents**, a project change, a version review, screenshots, analytics, or technical documentation.

The more specific you are about what you were doing when the issue occurred, the easier it is for a support agent to help. Include the project name, the document or page involved, what you expected to happen, and what happened instead.



Screenshot pending: The Support Agent area showing the location where you can request assistance.

Prerequisites

Before you contact a support agent, make sure you have:

- Access to the Atloria workspace and the relevant project.
- The project name or project identifier available.
- The name of the affected document, if the request involves documentation.

- Details of the issue, including the action you took and the result you saw.
- Any useful context, such as the relevant change, version, screenshot, or technical documentation page.
- Permission to view the project content you are asking about.

Step-by-Step Instructions

1. Open your project workspace.

Select **Projects** to view the projects available to you. If you have many projects, use **Search projects...** to find the correct one.

 *Screenshot pending: The Projects page with the “Search projects...” field used to locate a project.*

2. Open the affected project.

Select the project where the issue occurred. From the project area, review the section that relates to your request. For example, you may need information from **Documents**, changes, versions, screenshots, analytics, or technical documentation.

If you need to return to the project list, select ← **Back to Projects**.

3. Identify the affected document or area.

If the problem concerns documentation, select **Documents**. Use **Search documents...** to locate the document by name.

Record the document title and any details that help identify it. If the issue is not limited to a document, note the project area instead—for example, a specific change, version comparison, screenshot review, or technical documentation page.

4. Open the support area.

Select **Support Agent** to access the support experience. Depending on your workspace configuration, you may also see  **AI Support** as an available support action.

5. Describe your request clearly.

In your support request, provide the following information in plain language:

- The project name.

- The affected document name, if applicable.
- The project area where the issue occurred, such as **Documents** or a version review.
- The steps you took before the problem appeared.
- What you expected to happen.
- What actually happened.
- Any relevant details from the screen, including labels, statuses, or messages you saw.

For example: “In the [project name] project, I opened **Documents** and searched for [document name]. I expected the document to appear, but I could not find it. Please help me confirm whether I have access.”

6. Include supporting context.

If the request relates to a change or version, identify the specific item you were reviewing. If it relates to visual output, include the relevant screenshot context. If it concerns generated or technical content, state which technical documentation page or document is affected.

Avoid sharing unrelated project information. Focus on the smallest set of details needed to reproduce or understand the issue.

7. Review your request before sending it.

Confirm that the project and document names are correct and that your description distinguishes the expected result from the actual result. Then submit the request using the available action in the **Support Agent** area.

Tips and Best Practices

- Start with the project name. Support requests are easier to investigate when the affected project is identified first.
- Use the exact document title shown in **Documents**. If necessary, use **Search documents...** before contacting support so you can provide the correct name.
- Describe one issue per request whenever possible. Separate requests make it easier to track different problems.
- State the expected and actual results separately. For example, write “I expected...” and “Instead...”.

- Mention the screen area you were using, such as **Projects**, **Documents**, or **Support Agent**.
- If you cannot locate the project, use **Search projects...** rather than guessing the project name.
- Do not use **Delete Project** or **Delete Documents** while trying to resolve a visibility or access problem. Contact support first if you are unsure whether content can be recovered.



Screenshot pending: An example support request that includes a project name, document name, expected result, and actual result.

Related Pages

- [Manage Projects](#) — Find, open, and return to projects.
- [Work with Documents](#) — Search for and review project documents.
- [Review Project Changes](#) — View project changes and change details.
- [Compare Project Versions](#) — Review differences between versions.
- [Review Project Screenshots](#) — Use visual evidence when reporting a display issue.
- [Support Agent Settings](#) — Configure available support-agent options, if your role allows it.

Troubleshooting

I cannot find the project I need to mention

Problem: The project does not appear in the project list.

Cause: You may be viewing a long list of projects, searching with a different project name, or lacking access to the project.

Solution: Go to **Projects** and use **Search projects...** with the project name. If the project still does not appear, contact a support agent and provide the project name you expect to access. Explain that the project is missing from your available project list.

I cannot identify the affected document

Problem: You know there is a document issue, but you cannot find the document title.

Cause: The document may be difficult to locate in a large document list, or you may be looking in the wrong project.

Solution: Open the correct project, select **Documents**, and use **Search documents....** If you still cannot find it, tell the support agent the project name, the words you searched for, and where you expected the document to appear.

My support request is too vague to investigate

Problem: You receive a request for more information, or the agent cannot reproduce the issue.

Cause: The request may not include the project, document, actions taken, or expected result.

Solution: Update your request with a concise sequence: project name, affected document or area, actions taken, expected result, and actual result. Include relevant change, version, screenshot, or technical documentation context when it directly relates to the issue.