

## **Support Model** <sup>[1]</sup>

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Not sure if you have access to complete a task? Find out which roles have access to complete which tasks - and those you must request.

### **Access: User / Super User /eComm Specialist**

Within eComm, there are three different types of roles which directly correlates to the level of access granted <sup>[3]</sup> and the training received. For those tasks that a role can't complete, a request should be submitted to the next level of support.

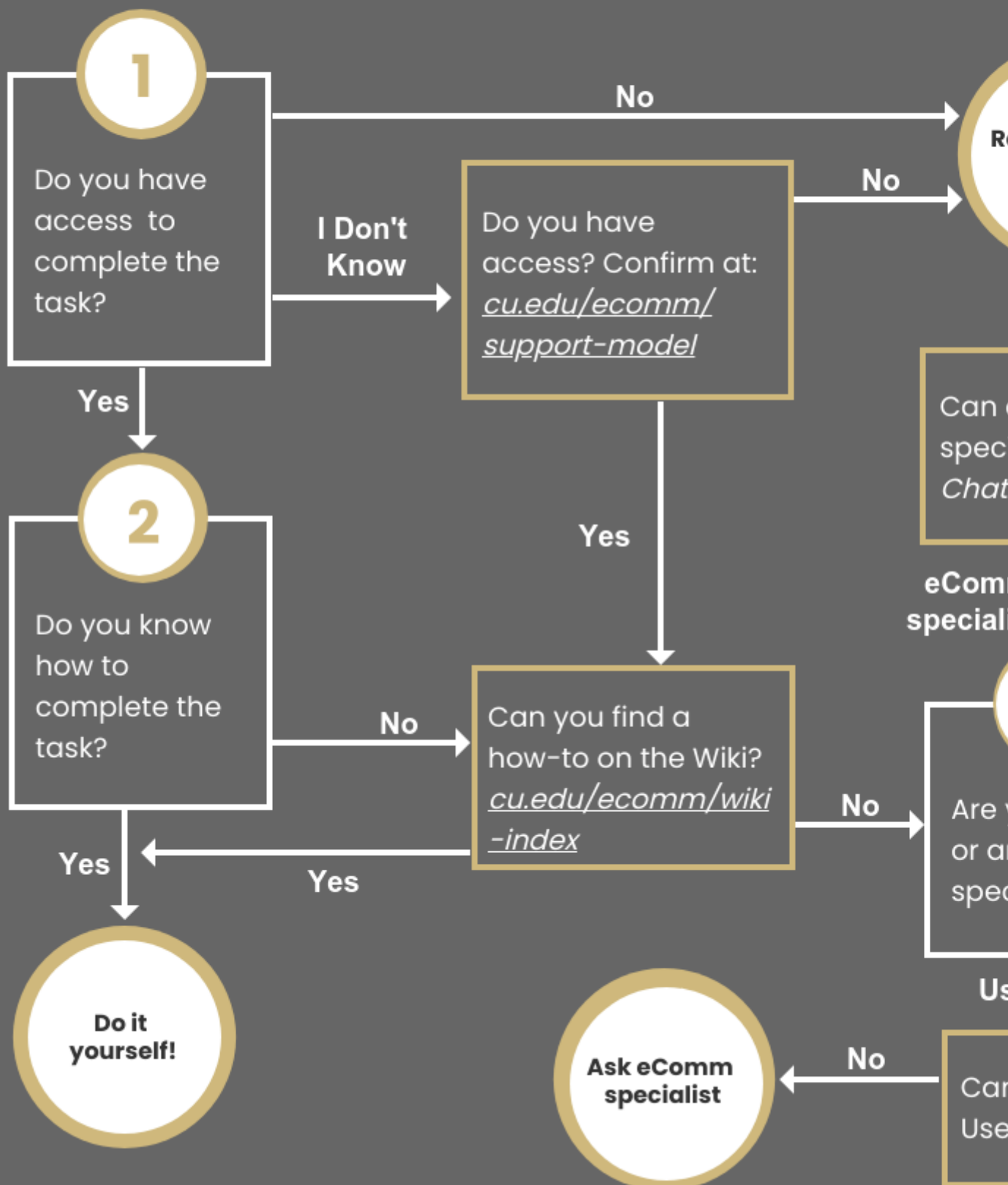
- Users always go to their eComm specialist who will elevate accordingly.
- Super Users always work with their eComm specialist who will address (or escalate) accordingly.
- eComm specialists always submit a ticket to the System office which will be addressed (or escalated) accordingly.

[View Access Document](#) <sup>[3]</sup>

### **eComm Support Diagram**

**eComm**

## Support & Available Resources



## Related Wikis

- [Add to Account](#) <sup>[4]</sup>
- [Cvent Academy](#) <sup>[5]</sup>

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Support Model

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[3] [https://docs.google.com/document/d/16T\\_gDFopxulaNXLtSOJrnRVAoaXi1buL9-9UM5xWUOo/edit?usp=sharing](https://docs.google.com/document/d/16T_gDFopxulaNXLtSOJrnRVAoaXi1buL9-9UM5xWUOo/edit?usp=sharing) [4] <https://www.cu.edu/blog/ecommm-wiki/add-account>

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