Zscaler Support Guide

Delighting our customers

Zscaler's Support Service offerings provide expertise & tools to help you to keep your Zscaler solutions optimized, secure, and available. This guide summarizes best practices on how you can optimally interact with the Zscaler Support team and the Zscaler Technical Success team, with additional resources to assist in your organization's Zero Trust journey.

The following is an overview of the Zscaler Support Levels and Service Level Objectives for initial support case responses based on Support Service offering entitlement.

ZSCALER SUPPORT AT-A-GLANCE	STANDARD	ESSENTIAL	SUPPORT PLUS	PREMIUM SUPPORT ADVANCED	PREMIUM SUPPORT ADVANCED PLUS
Business Hours Access 8 x 5	✔	✔	✔	✔	✔
Access 24 x 7 x 365	✘	✔	✔	✔	✔
Phone / Web Portal / Admin Console	✔	✔	✔	✔	✔
Online Training, User Guides, Knowledge Base	✔	✔	✔	✔	✔
Support Experience Level	Technical Support Engineer (Pool)	Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Focal Support (Pod)
Technical Success Engagement	N/A	N/A	Support Case Reviews, Operational Reviews, Business Continuity Plan, Health Check, Service Resiliency Audit	*Support Plus* + Proactive Product Notifications, Zscaler Operational Runbook, Customized Training Plans, Security Policy Reviews, Architecture Reviews	*Premium Support Advanced* + Enhancement Request Review & Prioritization
Service Level Objectives for Initial Case Response					
P1 – Urgent	2 hours	30 minutes	15 minutes	15 minutes	15 minutes
P2 – High	4 hours	1 hour	30 minutes	30 minutes	30 minutes
P3 – Medium	12 hours	3 hours	2 hours	2 hours	2 hours
P4 – Low	48 hours	4 hours	4 hours	4 hours	4 hours

* Offering limited to no more than 2 tenants per licensed product

REPORTING AN ISSUE

Product Admin Console(s)

Administrators can log into the Admin Portal for each product and click on "Submit a Ticket" link within the product to create support cases.

This is the recommended method/fastest method to obtain support.

Secure Internet and SaaS Access (ZIA)

- admin.zscaler.net
- admin.zscalerone.net
- admin.zscalertwo.net
- admin.zscalerthree.net
- admin.zscloud.net
- admin.zscalerbeta.net

Secure Private Access (ZPA)

- admin.private.zscaler.com
- admin.zpatwo.net
- admin.zpabeta.net

Digital Experience (ZDX)

- admin.zdxcloud.net
- admin.zdxbeta.net

ZIdentity (ZDX)

- admin.zslogin.net
- admin.zsloginbeta.net

Zscaler Phone Support

To get live access to one of our support engineers, you can directly call our phone support.

Americas
USA Toll Free: +1–844–971–0010
Global Direct: +1–408–752–5885

EMEA
France: +33–1–7627–6919
Germany: +49–8–91–4377–7444
Netherlands: +31–20–299–3638
UK: +44–20–3319–5076

Asia/Pacific
Australia: +61–2–8074–3996
India: 000–8000–502–150

SUPPORT CASE PROPERTIES

Case Priority Levels

P1 – Urgent
Product inoperative. An issue that affects all users from performing critical business operations, without workaround.

P2 – High

1. An issue that affects some users or locations from performing critical business operations without workaround. OR

2. An issue that affects all users from performing critical business operations but has an effective workaround.

P3 – Medium

1. An issue that affects some users but is not business critical. OR

2. An issue that affects some users or locations from performing critical business operations but has an effective workaround.

P4 – Low
The service is unaffected. General questions, tasks, and requests.

Case Types

Problem
Includes all problem cases that affect individual users or multiple users.

Question
A question that needs to be answered, rather than a problem that needs to be solved.

Categorization
Request to review the Category of a URL or report a Security False Positive/Negative.

Provisioning
Product Requests related to Account Services. For example, add an IP address, provision a GRE tunnel, update contact information, or add additional domain.

ESCALATING AN ISSUE

Before Escalating Your Support Case

Provide Key Details
Include business impact, user impact, and technical specifics in your case

Set the Right Priority
Use the Support Case Properties of the Zscaler Support Guide to reflect the urgency accurately

Submit Logs/Context
Add all necessary info to avoid delays

Faster Solutions Than Escalating

Need Faster Progress?
Call our 24/7/365 support line—it's quicker than escalating

Missing Info?
Respond to requests promptly to keep things moving

Priorities Changed?
Call support directly for the fastest resolution

When to Escalate

No Progress
Your case hasn't advanced as expected according to the Zscaler Support Guide

Poor Communication
Updates or timelines are unclear

Inefficiency
Having to repeat details due to multiple owners or the case is stalling

How to Escalate

Escalate Case Button in Support Portal
- Log into the appropriate Zscaler Admin Portal, then click on the "?" (lower left of screen)
- Click on the support case in the web portal
- Click on the **"Escalate Case"** button
- Provide the **"Reason for Escalation"** and click **Save**

Phone Support
A Support Engineer can escalate on your behalf via the phone

SUPPORT TOOLS & RESOURCES

Remote Assistance

Overview

- If required, and acceptable by your organization's security policies, Remote Assistance can be enabled by your company's Zscaler tenant administrator.

- Remote Assistance allows Zscaler Support to securely and remotely log into your cloud tenant Admin Portal.

Security Notes

- Zscaler recommends only configuring this option in "View–Only" (aka Read Only) mode when working with Zscaler Support.

- Remote Assistance feature is set per cloud tenant (for example, if Remote Assistance is enabled for ZPA, this has no bearing on if Remote Assistance is enabled for ZIA).

- Remote Assistance feature can only be enabled by administrator accounts that have the appropriate permissions to do so (Zscaler employees cannot turn this feature on).

- Remote Assistance does not require your organization's administrator to create accounts or passwords for Zscaler personnel for this feature to work.

- User Names and Device Names can be obfuscated/anonymized to limit data exposure to Zscaler employees.

Documentation

- Zscaler Internet Access (ZIA)
  help.zscaler.com/zia/enabling–remote–assistance

- Zscaler Private Access (ZPA)
  help.zscaler.com/zpa/about–remote–assistance

- Zscaler Digital Experience Monitoring (ZDX)
  help.zscaler.com/zdx/enabling–remote–assistance

Proxy Test

Provides the ability to verify if a user/device are routing through the Zscaler service: ip.zscaler.com

Performance Testing

Provides performance testing from a client to the Zscaler service (all clouds): speedtest.zscaler.com

Please note that this service is HTTP only.

Site Review

Provides the ability to determine how Zscaler categorizes a site (URL or IP Address) in its URL Filtering Database: sitereview.zscaler.com

Zscaler Web Resources

CONFIG
Provides detailed information regarding required IP addresses, domains, ports, etc.: config.zscaler.com

HELP
Provides detailed product documentation, including release notes & troubleshooting sections:
help.zscaler.com

TRUST
Provides information regarding maintenance, incidents, or advisories regarding Zscaler cloud services: trust.zscaler.com

Service Continuity Policy

Zscaler's Service Continuity Policy governs how and when Zscaler makes changes to Zscaler cloud services, as well as the notification methods used to alert customers.

Product Documentation

Documentation

- All product documentation is located online: help.zscaler.com.
- Troubleshooting sections are organized by products and then functionality.

Product Release Notes

- Release notes (within HELP) are updated whenever products and capabilities are updated in the cloud.
- Release notes are found within each product section and are grouped by year of release. Examples:

  help.zscaler.com/zia/release-upgrade-summary-2024

  help.zscaler.com/client-connector/client-connector-app-release-summary-2024

Zscaler Cloud Resources

Zscaler Searchable Help
help.zscaler.com/search

Zscaler EoS/EoL: End of Sale and End of Life policy.
help.zscaler.com/eos-eol

Zscaler Threat Resources

Zscaler Threat Library: Detailed description of threats identified by Zscaler.
threatlibrary.zscaler.com

Zscaler ThreatLabz: ThreatLabz is Zscaler's security research team. Their research, findings, and cloud data is posted to this website.
threatlabz.zscaler.com

Other Zscaler Resources

Zscaler Zenith Community: Community portal for Zscaler customers. Join and learn from your peers in the industry. Technical discussion & knowledge base.
community.zscaler.com

Latest Zscaler Blogs
zscaler.com/blogs

Zscaler Content Library
zscaler.com/resources

Zscaler Webcasts & Live Demos
zscaler.com/resources/webinars

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