

Kenta / Using Kenta

Create a support case with reviewed context and diagnostics

Save a recoverable draft, review exactly what is shared and obtain a durable case reference before treating submission as complete.

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► Applicability

Before you begin

- A current authorized organization session and the capability required for the selected case category.
 - For project or billing context, the separate required access; project membership alone does not grant billing access.
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Procedure

1. Choose the case scope

Open Help → Support center → Create support case. Confirm the organization and choose the category and application area.

Read the configured support coverage. Missing coverage does not imply a staffed phone/chat channel or a response commitment.

2. Describe the issue

Enter a useful subject, expected and actual behavior, business impact, start time/timezone and reproduction steps.

Select only context you are authorized to share. Do not include passwords, MFA codes, bearer links, provider keys or card data.

3. **Review attachments and diagnostics**

Choose any file yourself; screenshots are not captured automatically. Required security checks and file limits apply.

Preview optional allowlisted diagnostics and explicitly consent to the displayed data. Save the draft when you need to return later.

4. **Submit and verify the reference**

Use the review step to inspect the complete case, then submit once. Completion requires a saved case and readable KNT reference.

If the response is uncertain, retain the draft and recover/retry the same submission. Inspect My cases before creating another case.

Verify the result

A successful submission displays durable confirmation with the saved KNT reference and a link. Follow that link to inspect the persisted case and initial history. Input remains recoverable on validation or submission failure.

What happens next

A saved case or automatic acknowledgement is not a first human response. Notification delivery and staffing/coverage are reported separately.

Troubleshooting

Submission is unavailable or fails

Inspect the prerequisite, validation error, configured intake state and your current category/scope permission. Keep the draft and use the defined recovery path. Do not assume an unavailable intake has filed a case.