## Defining Support Teams

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Begin by navigating to the <strong>Support Team by Contract</strong> page. Click the <strong>Customer Contracts</strong> link.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Support Teams</strong> link.</td>
</tr>
<tr>
<td>3.</td>
<td>Enter the desired information into the <strong>Business Unit</strong> field. Enter a valid value e.g. &quot;US001&quot;.</td>
</tr>
<tr>
<td>4.</td>
<td>Click in the <strong>Contract</strong> field.</td>
</tr>
<tr>
<td>5.</td>
<td>Enter the desired information into the <strong>Contract</strong> field. Enter a valid value e.g. &quot;CON0000000029&quot;.</td>
</tr>
<tr>
<td>6.</td>
<td>Click the <strong>Search</strong> button.</td>
</tr>
<tr>
<td>7.</td>
<td>Use the <strong>Support Team by Contract</strong> page to define the support teams and email lists to be used for the workflow that you associate with the different activities within Contracts.</td>
</tr>
<tr>
<td>8.</td>
<td>The support team and email address that you establish on this page is specific to this contract number.</td>
</tr>
<tr>
<td>9.</td>
<td>Click the <strong>Component</strong> list.</td>
</tr>
<tr>
<td>10.</td>
<td>Click the <strong>Contract</strong> list item.</td>
</tr>
<tr>
<td>11.</td>
<td>Click the <strong>Add Support Team</strong> button.</td>
</tr>
<tr>
<td>12.</td>
<td>Use the <strong>Support Team Members</strong> page to add team member names and priority information.</td>
</tr>
<tr>
<td>13.</td>
<td>Click in the <strong>Description</strong> field.</td>
</tr>
<tr>
<td>14.</td>
<td>Enter the desired information into the <strong>Description</strong> field. Enter a valid value e.g. &quot;Support Team Members&quot;.</td>
</tr>
<tr>
<td>15.</td>
<td>Click in the <strong>Team Member</strong> field.</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>16.</td>
<td>Use the <strong>Team Member</strong> field to identify team members assigned to the support team for this contract. Enter the desired information into the <strong>Team Member</strong> field. Enter a valid value e.g. &quot;002&quot;.</td>
</tr>
<tr>
<td>17.</td>
<td>Click in the <strong>Priority</strong> field.</td>
</tr>
<tr>
<td>18.</td>
<td>Enter the desired information into the <strong>Priority</strong> field. Enter a valid value e.g. &quot;1&quot;.</td>
</tr>
<tr>
<td>19.</td>
<td>Click the <strong>Add Row</strong> button.</td>
</tr>
<tr>
<td>20.</td>
<td>Enter the desired information into the <strong>Team Member</strong> field. Enter a valid value e.g. &quot;007&quot;.</td>
</tr>
<tr>
<td>21.</td>
<td>Click in the <strong>Priority</strong> field.</td>
</tr>
<tr>
<td>22.</td>
<td>Enter the desired information into the <strong>Priority</strong> field. Enter a valid value e.g. &quot;2&quot;.</td>
</tr>
<tr>
<td>23.</td>
<td>Click the <strong>Add Row</strong> button.</td>
</tr>
<tr>
<td>24.</td>
<td>Enter the desired information into the <strong>Team Member</strong> field. Enter a valid value e.g. &quot;004&quot;.</td>
</tr>
<tr>
<td>25.</td>
<td>Click in the <strong>Priority</strong> field.</td>
</tr>
<tr>
<td>26.</td>
<td>Enter the desired information into the <strong>Priority</strong> field. Enter a valid value e.g. &quot;3&quot;.</td>
</tr>
<tr>
<td>27.</td>
<td>Click the <strong>Apply</strong> button.</td>
</tr>
<tr>
<td>28.</td>
<td>Click the <strong>OK</strong> button.</td>
</tr>
<tr>
<td>29.</td>
<td>You have successfully defined a support team for a contract. <strong>End of Procedure.</strong></td>
</tr>
</tbody>
</table>