Open a Support Ticket with TALOS Team

Contents

Introduction

This document describes how to Open a Support Ticket with the TALOS Team from the Intelligence Center.

Problem

Whether you are dealing with reputation issues, false positives, or incorrect content categories, you can easily open a support ticket with the TALOS team.

Solution

Follow these steps to submit a support ticket with the TALOS team.

Visit the TALOS Intelligence Center**:** Open your web browser and navigate to the TALOS Intelligence Center

- Log In to Your Account: Ensure you are logged into your TALOS account. If you do not have an account, create one by clicking **Sign Up** and completing the registration process.

- Navigate to the Support Section**:** Once logged in, find the Support or Contact section, usually located in the top navigation bar or at the bottom of the homepage.

- Submit a Ticket**:** Click the relevant link to open a new ticket that best addresses your concerns. Detailed instructions can be found on this page.

- Web Reputation
- Content Categorization
- Sender IP Reputation
- Sender Domain Reputation
- File Reputation

Provide Specific Details**:** Depending on the ticket type, you need to provide specific information:

- Submit the Support Ticket: Review all the information to ensure it is accurate. Click the **Submit** button to send your support ticket to the TALOS team.

- Receive Confirmation: You receive a confirmation email with a ticket number. This email also includes details on how to track the progress of your ticket and any additional steps you need to take.

- Monitor and Follow Up: The TALOS team reviews your ticket and responds with further instructions

or requests for additional information. Ensure you monitor your email and respond promptly to any communication from the TALOS team.

Verdicts and Suggestions

Each ticket type involves unique verdicts, explained on their respective pages in the support section. For consistency across ticket types, users are asked to suggest whether an item is Malicious or Not Malicious. These suggestions are considered in the final verdict.

With these steps and by providing detailed information, you can efficiently open a support ticket with the TALOS team and receive the assistance you need to resolve your issue.