

Support & Resources

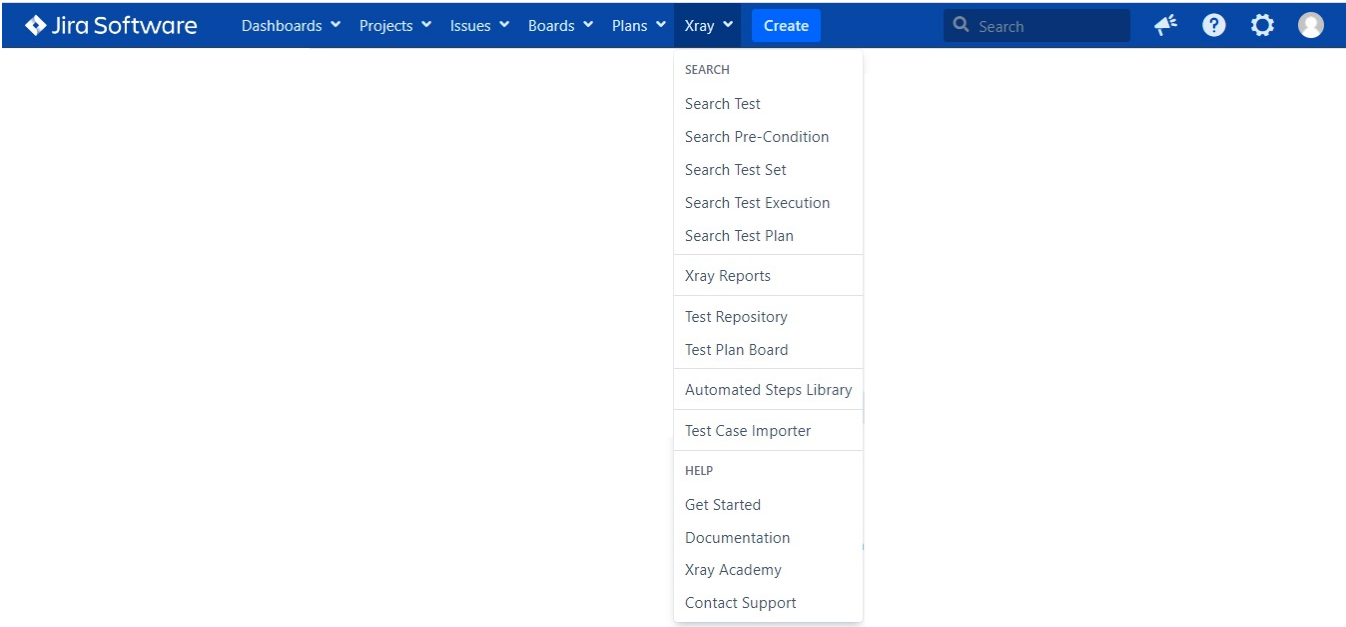
This page provides a list of useful resources, including access to our Support Team and more.

Do you need help with Xray? Would you like to book a demo? Please don't hesitate to contact us.

- Start by checking our [FAQ](#)
- [Contact Support Team via Service Desk](#)
- Check the [Support Knowledge Base](#)
- Access the app's [Documentation](#)
- Check the open issues in our [Public Issue Tracker](#)
- Check existing answers for app-related questions in the [Atlassian Community](#)

Access Support (In-App Support/In-App Chat Support) & Resources from Xray

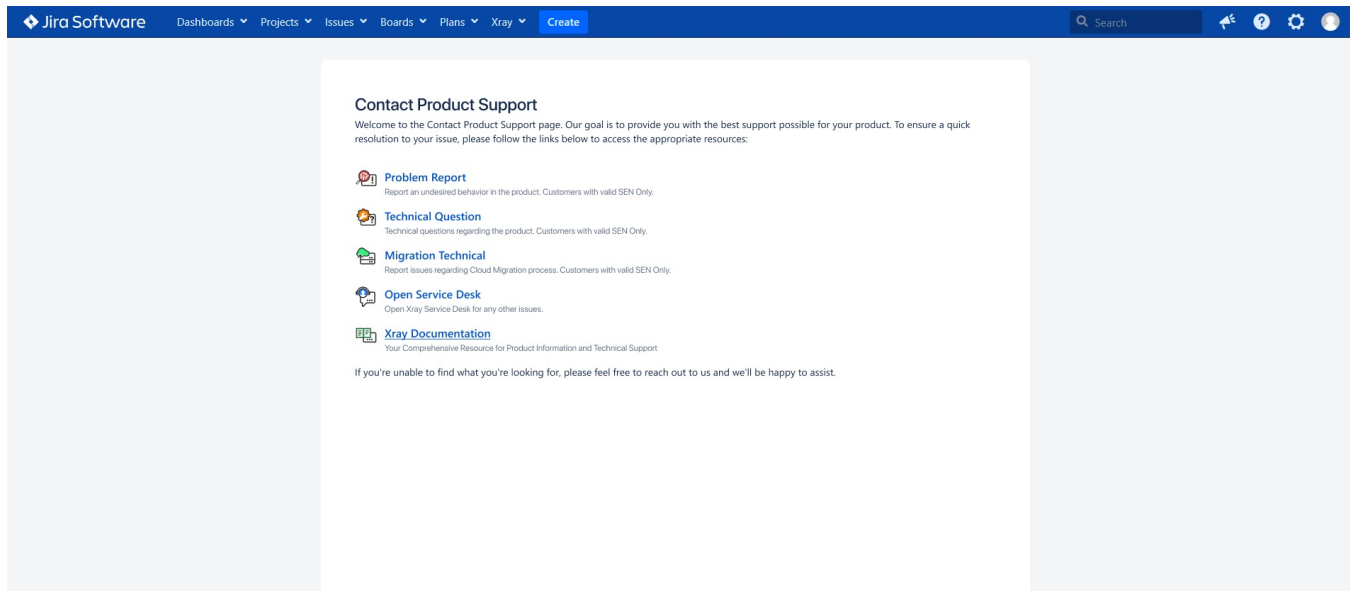
You can also access some of the resources and support from Xray itself:



From the help menu, you can:

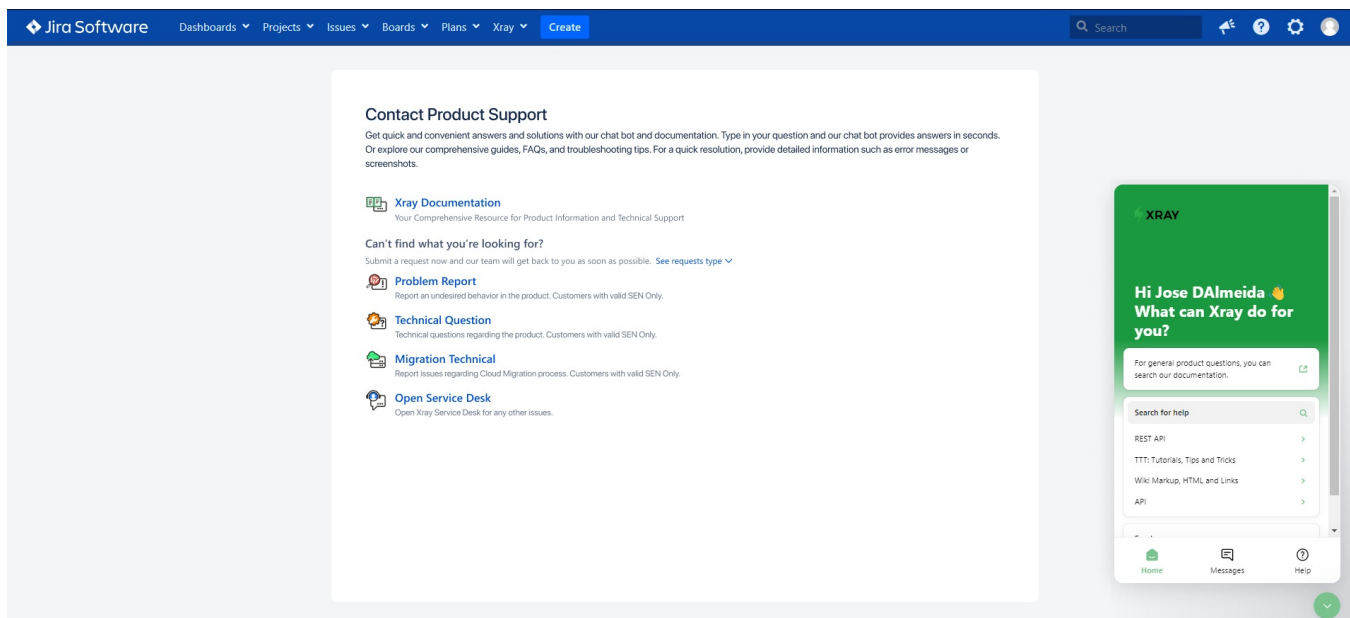
- Go to Xray Start Page
- Access the Xray [Documentation](#)
- Join [Xray Academy](#) for free and explore the courses that we have set up for you
- Contact Support Team (In-App Support/In-App Chat Support)

You can use feature **In-App Support** to [Contact Support Team via Service Desk](#) (you'll be redirected to the correct service type)



In-App Chat Support

Starting Xray version 7.1.0, new customers, and customers that renewed their licenses, can use the In-App Chat Support feature.



With In-App Chat Support, you can:

- Have the same support as with In-App Support ([Contact Support Team via Service Desk](#))
- Additionally, in the Xray Product Support page, you will have access to a chat window that gives you:
 - Access directly Xray online Documentation,
 - A searchable set of Product Documentation and Support Knowledge Base articles, where you can find answers to your questions (you can rate the usefulness of those articles),
 - A messenger that allows you to put questions to our bot, and in case you don't get a satisfactory answer, you'll talk live with one of our support agents. You can also rate the support given in this messenger.

Learn more about In-App Chat Support at: [In-App Chat Support](#).

