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## *Cray Service Description*

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### CrayPort Connector API

Do you wish that you could manage your Cray support cases from your own ticket tracking system? Tracking tickets across multiple systems and vendors can get confusing. Keeping track of systems issues in two places can result in duplication of effort and be prone to human error. Emailing or phoning raises the risk of getting out of synch with information and issue statuses.

The CrayPort Connector API is a web-based RESTful API that allows you to programmatically align the information in your ticketing system with Cray's CrayPort Customer Portal to manage the service and support delivery process from creation to close. The interface enables users to open, query, and update cases right in their own ticketing system. Your system administrator and the Cray Service technician can communicate via comments in their respective native systems and have their comments and mutual activities kept in sync.

### Speed to Resolution

Implementing the Cray Support Case Management API saves your team time in not having to repeat information. It reduces time spent on administrative tasks and speeds time to resolution. Unifying and automating information flow enables a closer relationship through improved communication.

### About Cray Services

Cray Customer Service is committed to helping customers achieve and maintain the performance required for demanding workloads. Our service team is highly skilled and experienced in high performance computing (HPC), storage, and analytics and is dedicated to your success.

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