Support & Purchase Conversations

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Customers can open product support from their authorized product.

Manual purchases also use a conversation thread between buyer and seller.

Depending on permissions, workspace users can:

- View purchase threads
- Reply to customers
- Handle support
- Grant product access
- Manage licenses

Workspace owner-only actions include closing or deleting purchase threads in the current flow.

Product access should only be granted once the corresponding product has a published release file.

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