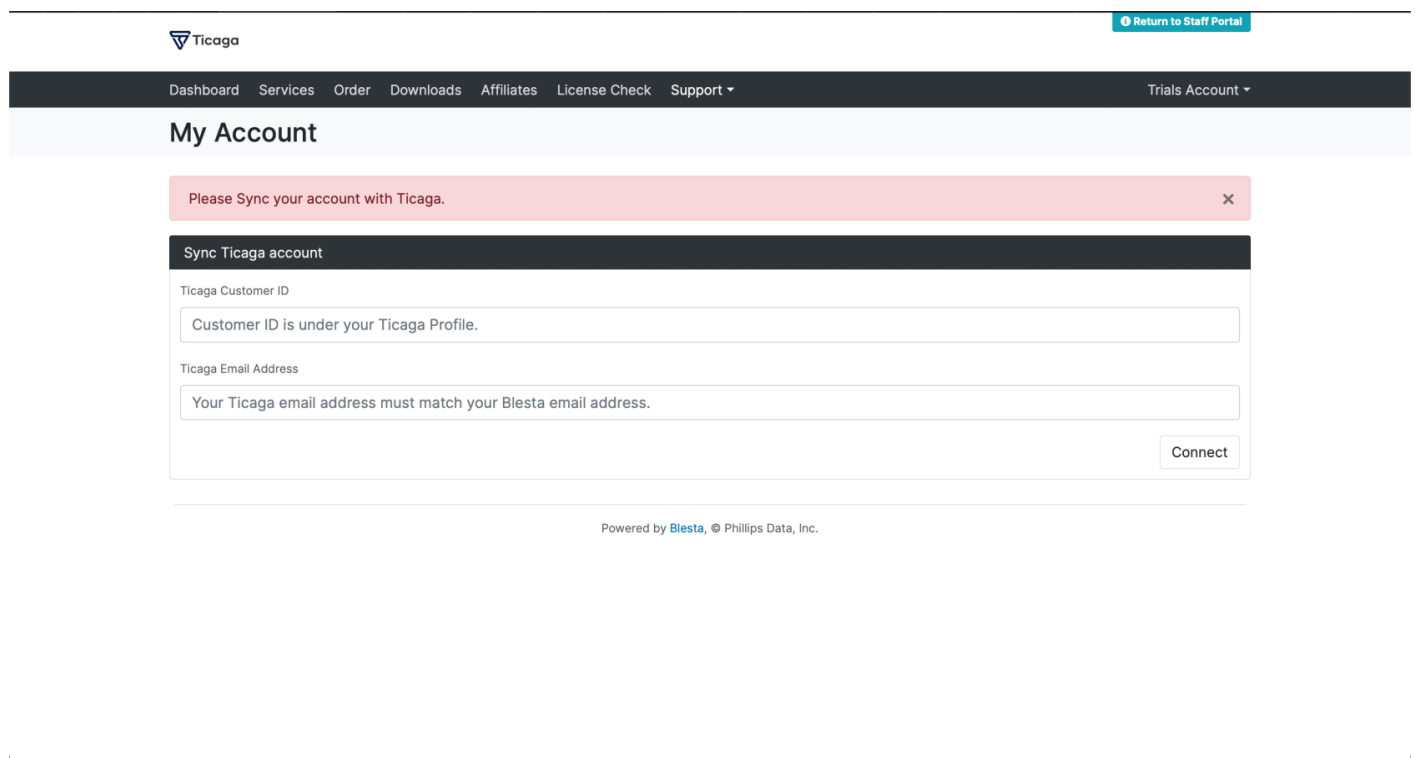


# How Clients can open a ticket.

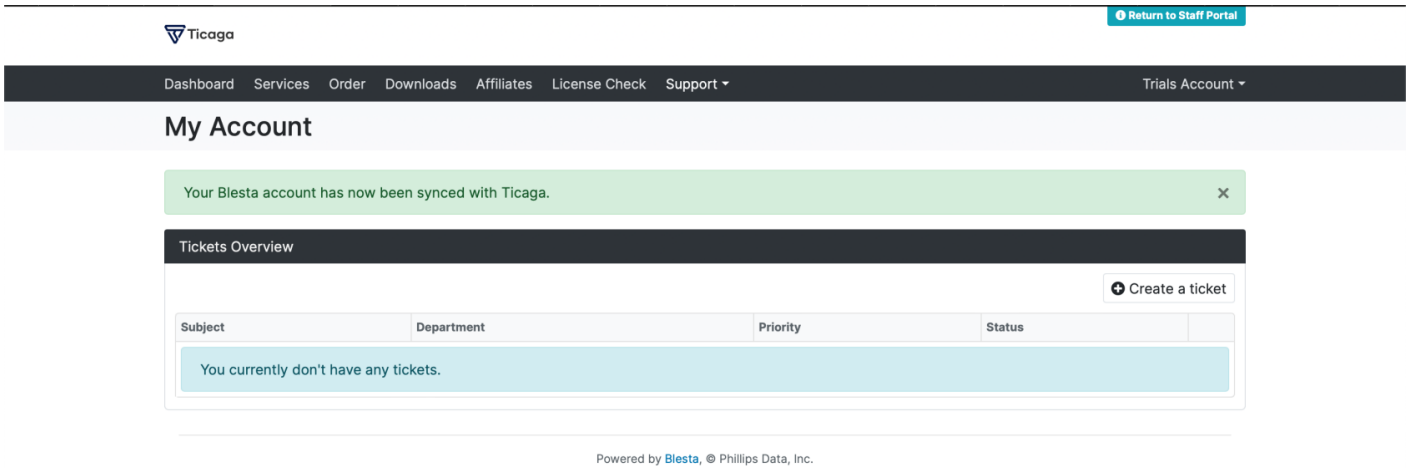
To open tickets on Blesta, your customers **need to sync** their Ticaga account to Blesta.

Simply clicking on **Support** shows this page:

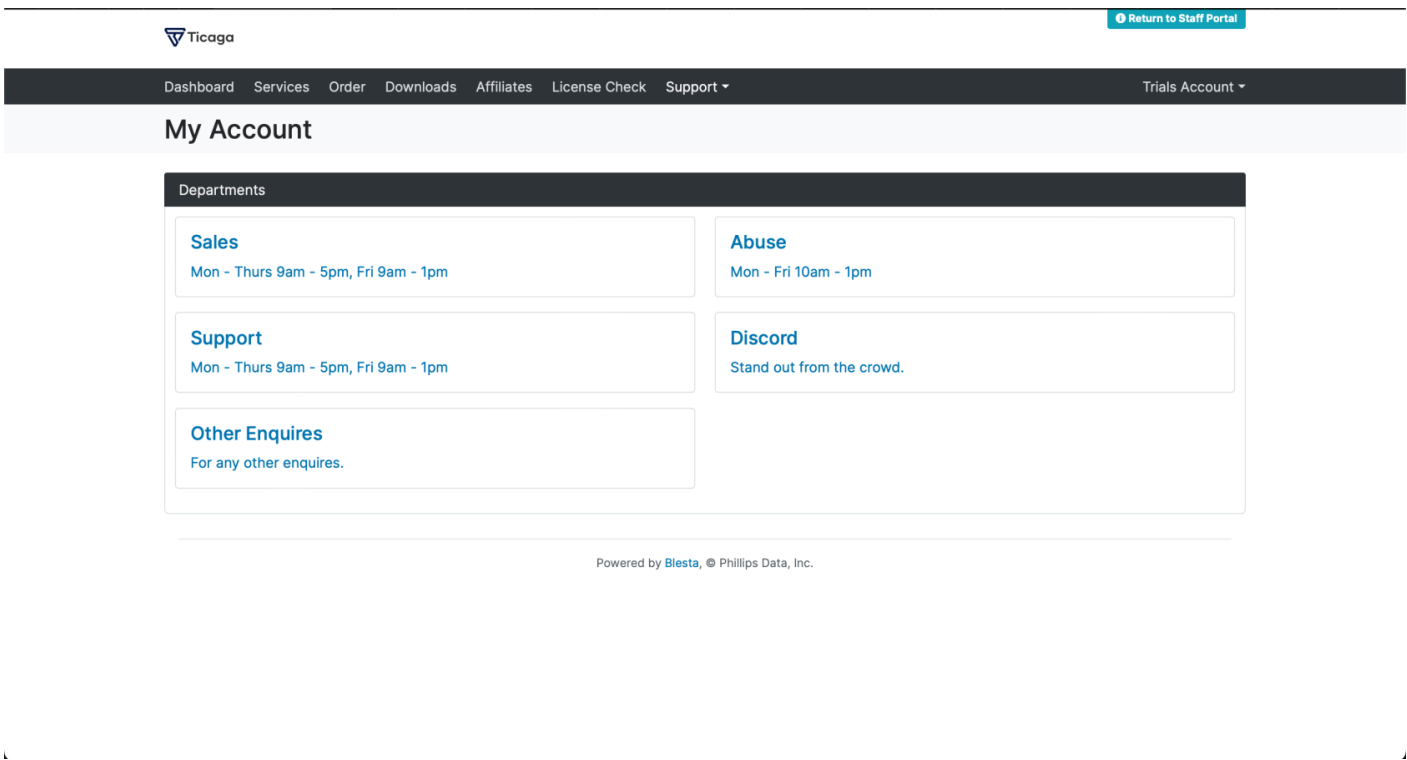


The screenshot shows the 'My Account' page in the Blesta system. At the top, there is a navigation bar with the Ticaga logo and a 'Return to Staff Portal' link. Below this is a dark navigation bar with links for Dashboard, Services, Order, Downloads, Affiliates, License Check, and Support. The main content area is titled 'My Account'. A red notification bar at the top of the content area says 'Please Sync your account with Ticaga.' Below this is a 'Sync Ticaga account' form. The form has two input fields: 'Ticaga Customer ID' with the placeholder text 'Customer ID is under your Ticaga Profile.' and 'Ticaga Email Address' with the placeholder text 'Your Ticaga email address must match your Blesta email address.' A 'Connect' button is located at the bottom right of the form. At the bottom of the page, there is a footer that reads 'Powered by Blesta, © Phillips Data, Inc.'

After your customer has provided the following details they'll be shown this page:



Now when your customer clicks on **Create a ticket**, they'll be shown the support departments they can open tickets in:



Your client can click on a department and be shown the create a ticket form, if they can use high priorities they'll be displayed here too:

Ticaga

Return to Staff Portal

DashboardServicesOrderDownloadsAffiliatesLicense CheckSupportTrials Account

My Account

Create a ticket

Subject

CC

Seperate Emails with comma(,)

Priority

Low

Ticket response

Create

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After they've submitted a ticket, they'll be shown all the tickets:

Ticaga

Return to Staff Portal

DashboardServicesOrderDownloadsAffiliatesLicense CheckSupportTrials Account

My Account

Ticket Submitted

Tickets Overview

Create a ticket

Subject	Department	Priority	Status	
Testing	Sales	Low	Open	View Ticket

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Clicking View ticket shows the replies from employees and the customer:

Ticaga

Return to Staff Portal

DashboardServicesOrderDownloadsAffiliatesLicense CheckSupport ▾Trials Account ▾

My Account

Ticket #1 - Testing

Ticket Response

This is a testing ticket for Blesta.

Reply

Submit

Ticket Information

Department:

Sales

Status:

Open

Priority:

Low

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Ticaga

Return to Staff Portal

DashboardServicesOrderDownloadsAffiliatesLicense CheckSupport ▾Trials Account ▾

My Account

Ticket #1 - Testing

Ticket Response

This is a testing ticket for Blesta.

Agent Reply

Thank you for testing our Blesta plugin.

You

You're welcome

Reply

Submit

Ticket Information

Department:

Sales

Status:

Awaiting Reply

Priority:

Low

Revision #1  
Created 26 December 2024 11:52:38 by Michael Dance  
Updated 26 December 2024 12:00:43 by Michael Dance