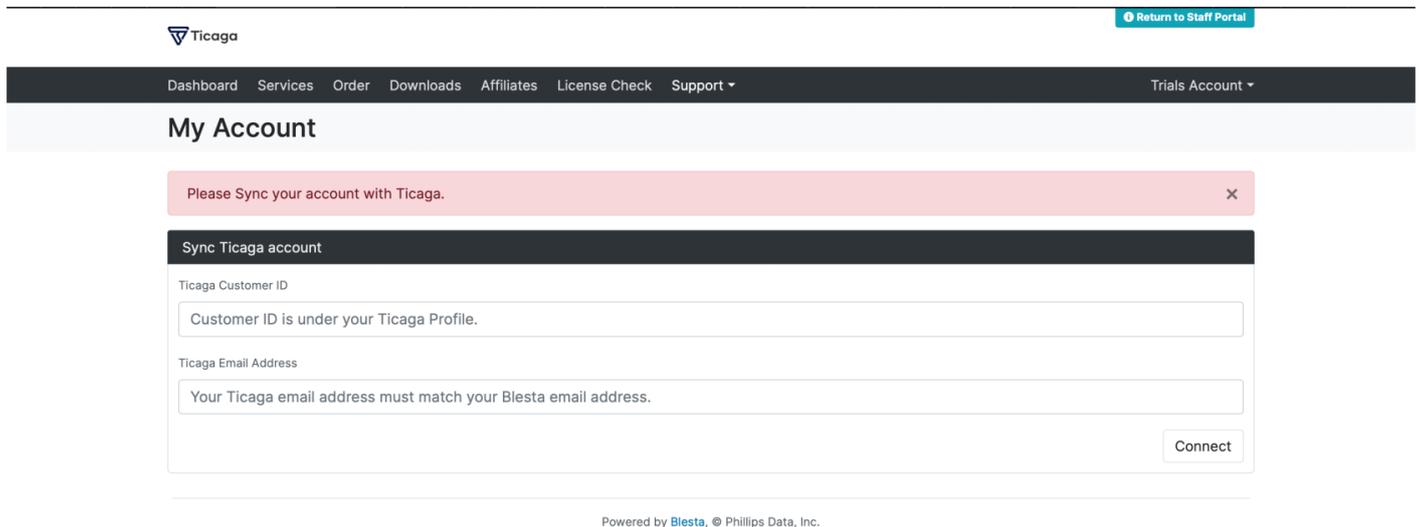


How Clients can open a ticket.

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 Blesta. At the top left is the Ticaga logo. At the top right is a 'Return to Staff Portal' button. Below the navigation bar, the page title is 'My Account'. A red notification bar at the top of the form area says 'Please Sync your account with Ticaga.' with a close button. The form is titled 'Sync Ticaga account' and contains two input fields: 'Ticaga Customer ID' with the error message 'Customer ID is under your Ticaga Profile.' and 'Ticaga Email Address' with the error message '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, it says 'Powered by Blesta, © Phillips Data, Inc.'

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

My Account

Your Blesta account has now been synced with Ticaga. ✕

Tickets Overview

[+ Create a ticket](#)

Subject	Department	Priority	Status
You currently don't have any tickets.			

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

My Account

Departments

Sales

Mon - Thurs 9am - 5pm, Fri 9am - 1pm

Abuse

Mon - Fri 10am - 1pm

Support

Mon - Thurs 9am - 5pm, Fri 9am - 1pm

Discord

Stand out from the crowd.

Other Enquires

For any other enquires.

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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:

My Account

Ticket #1 - Testing

Ticket Response

This is a testing ticket for Blesta.

Reply

Ticket Information

Department:	Sales
Status:	Open
Priority:	Low

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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

Ticket Information

Department:	Sales
Status:	Awaiting Reply
Priority:	Low

Revision #1

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