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:

After your customer has provided the following details they'll be shown this page:
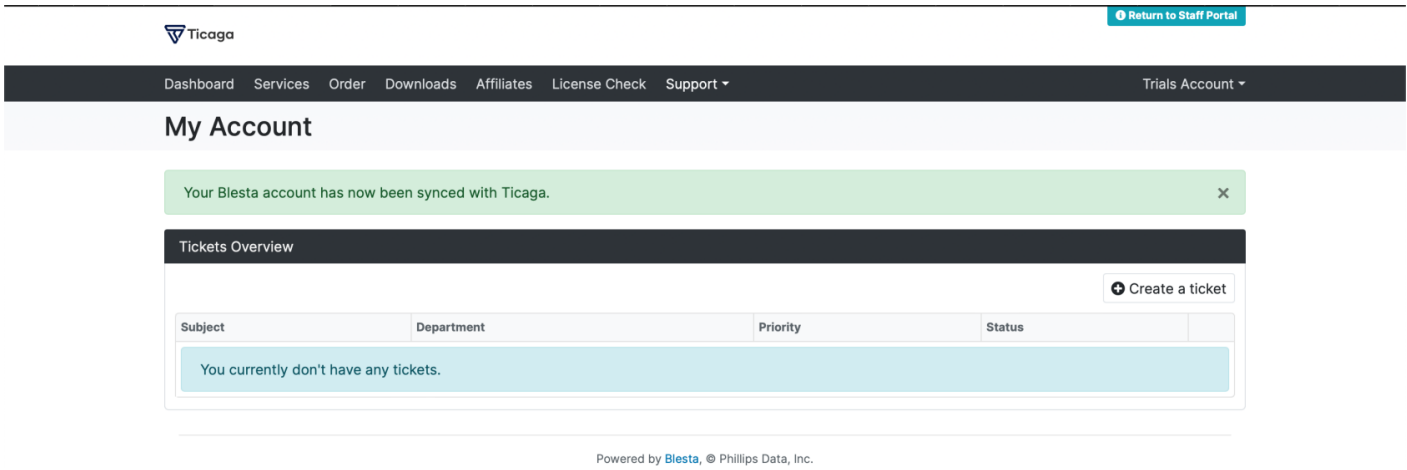
Now when your customer clicks on **Create a ticket**, they'll be shown the support departments they can open tickets in:
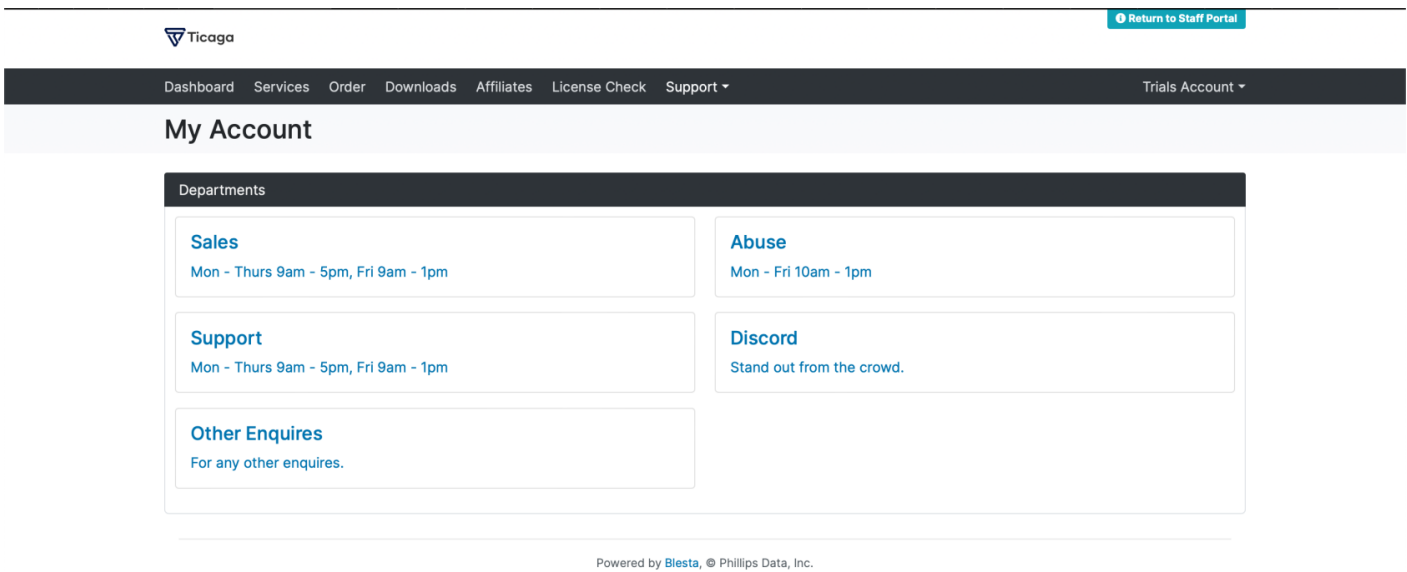
Your client can click on a department and be shown the create a ticket form, if they can use high priorities they'll be displayed here too:

Dashboard   Services   Order   Downloads   Affiliates   License Check   Support ▾   Trials 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:

Dashboard   Services   Order   Downloads   Affiliates   License Check   Support ▾   Trials 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

Dashboard   Services   Order   Downloads   Affiliates   License Check   Support ▾   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

Dashboard   Services   Order   Downloads   Affiliates   License Check   Support ▾   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
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