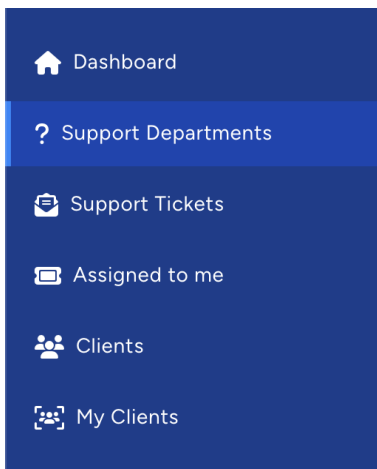


Opening a ticket



Firstly you want to select **Support Departments** on the left hand navigation.

Then you can click a support department you wish to open a ticket in:

Support Departments

Create department

Edit

Soft Delete

Sales

Edit

Soft Delete

Support

Monday - Friday 9am - 5pm GMT

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You will now see a form to fill in to create a ticket:

Support: Open ticket

ETA: 0 seconds

Subject

CC

Priority

Ticket response

Your IP Address: 140.248.40.85 is recorded on submission.

Create

Support: Is the name of the support department.

ETA: Is the estimate time of a response.

Subject: Your brief reason for the ticket.

CC: Any emails you wish to send a carbon **COPY** of the ticket too, remember they'll get access to the public side of the ticket to reply as-well as yourself.

Priority: Select the priority of the ticket, you can set this to Low, Medium, High, Emergency or any other pre-set priorities allowed.

Ticket Response: This is the ticket content itself, please provide as much detail in this ticket to help the agents assist you to the fullest.

IP Address: Your IP Address is recorded with the ticket to prevent abuse.

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