

Create New Ticket from Customer Control Panel

Summary

This article provides summary on how customers can create New Tickets from thier panel.

Applies To

This article applies to all version of MachPanel.

New Ticket

- Login to Customer Control Panel and navigate to the following path: **Home » Help Desk » New Ticket**
- Provide Ticket details such as department, priority etc and **Submit**.

System Navigation: Home, Contact Information, Change Password, Billing Manager, Subscriptions, Service Director, Help Desk, My Tickets, **New Ticket**, kb Website, Domain SSL and Premium email control panel.

Submit Ticket

* Subject: Test Ticket

CC: Comma Separated list of CC email addresses without any space.

* Department: Billing Department

* Priority: Normal

Attachment: Browse... No file selected.

* Messages:

Submit

- After Submission you will see below stats (Pending Mean waiting for update from Provider/Reseller)

Ticket has been submitted.					
Tickets					
Ticket Number	Subject	Department	Priority	Status	Idle
MP-7A1E52F5	Help	Support Department	Normal		0d-0h-0m

- After update from Provider \ Reseller.

Tickets View Ticket Detail

Help

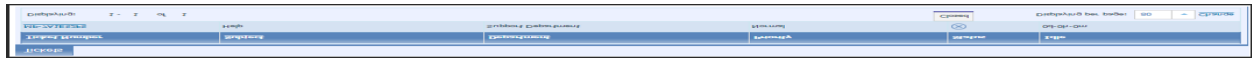
Ticket ID: MP-7A1E52F5
Department: Support Department
Status: **Closed** (click to re-open)
Created On: 21/03/2016 03:00:27
Priority of ticket: Normal

This Question's Messages

2 Message by Support Admin On Mar 21 2016 3:02AM
CC: test@test.com

Resolved
Support Admin
Level 3 Engineer
Support Department

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MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/54518/Create-New-Ticket-from-Customer-...>