Create New Ticket from Customer Control Panel

Summary

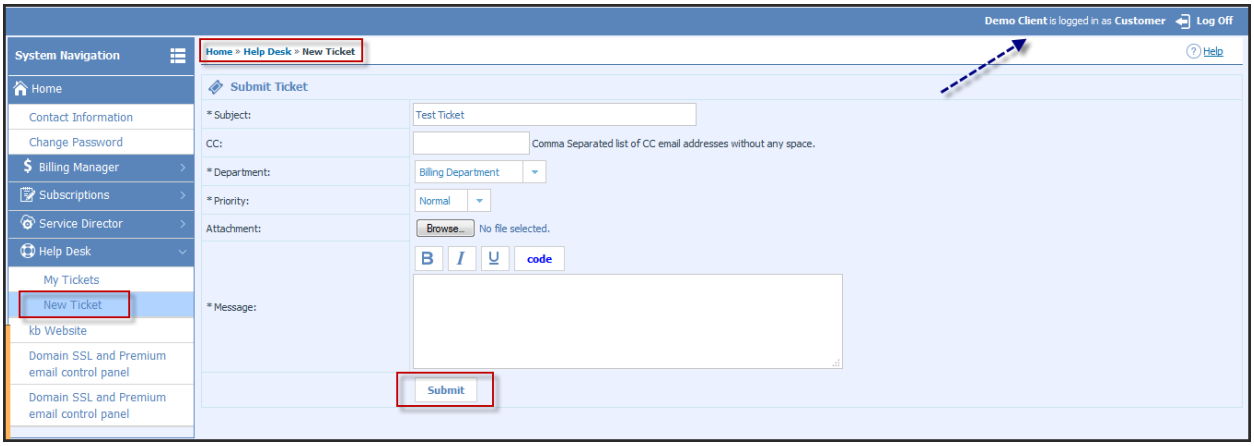
This article provides summary on how customers can create New Tickets from thier panel.

Applies To

This article applies to all version of MachPanel.

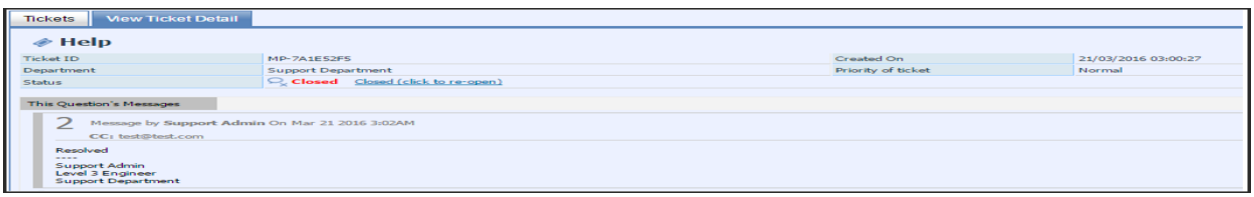
New Ticket

- 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.***



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

- After update from Provider \ Reseller.



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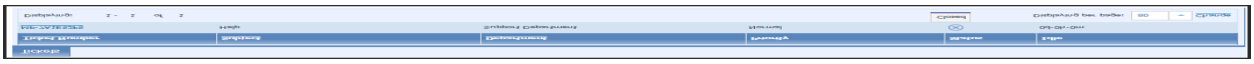

MachPanel Knowledgebase
https://kb.machsol.com/Knowledgebase/54518/Create-New-Ticket-from-Customer-...