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.**

			Demo Client is logged in as Customer 🛛 🚽 Log Off
System Navigation	Home » Help Desk » New Ticket		? <u>Help</u>
A Home	🛷 Submit Ticket	1	
Contact Information	* Subject:	Test Ticket	
Change Password	CC:	Comma Separated list of CC email addresses without any space.	
\$ Billing Manager >	* Department:	Biling Department 🔹	
😨 Subscriptions >	* Priority:	Normal	
Service Director >	Attachment:	BrowseNo file selected.	
🗘 Help Desk 🗸 🗸 🗸		B I U code	
My Tickets			
New Ticket	* Message:		
kb Website			
Domain SSL and Premium		h	
Domain SSL and Premium		Submit	
email control panel			

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

	🔗 Ticket has been submitted.								
	Tickets								
ſ	<u>Ticket Number</u>	Subject	<u>Department</u>	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	Created On	21/03/2016 03:00:27					
Departmen	it.	Support Department	Priority of ticket	Normal					
Status		Closed Closed (click to re-open)							
This Question's Messages 2 Message by Support Admins On Mar 21 2016 3:02AM CC: testSetat.com									
Supp Level	ved ort Admin 3 Engineer ort Department								

MachPanel Knowledgebase

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