

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**.

The screenshot shows the 'Submit Ticket' form with the following fields and values:

- Subject: Test Ticket
- CC: (empty)
- Department: Billing Department
- Priority: Normal
- Attachment: Browse... (No file selected)
- Message: (empty)

The 'Submit' button is located at the bottom of the form.

- 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.

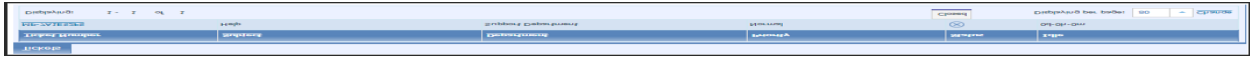
The screenshot shows the 'View Ticket Detail' page with the following information:

- 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

The message history shows:

- 2 Message by Support Admin On Mar 21 2016 3:02AM
- Resolved by Support Admin, Level 3 Engineer, Support Department

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MachPanel Knowledgebase

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