Ticket Management

Product Documentation

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Product Introduction

Product Introduction

Ticket Management provides an efficient and executable solution for resolving customer issues in after-sales service management. It integrates years of service experience into a system, which has been validated by many partners, and is suitable for the after-sales service management of the majority of enterprises. In handling customer after-sales issues, Ticket Management is professional.

Ticket Management offers a one-stop solution from customer service, customer service management, to technical support. In customer management, it greatly simplifies the process of handling customer feedback, significantly enhances the customer service's ability to perceive, locate, and solve problems, achieves the ultimate and simplest experience in the interaction between customer service and customers, and provides a higher capability for protecting customer information security. In customer service management, it offers a highly applicable capability for business self-disposition, supporting customer service basic information, permission configuration, shift scheduling configuration, and a high configurability for viewing online status. In technical support, it provides system operation and maintenance capabilities for enterprise technicians.

Operation Guide
Ticket List

- View Pending: Displayed as a specific number. Click the number to view the corresponding list.
- View Processing: Displayed as a specific number. Click the number to view the corresponding list.
- View All Tickets: Displayed as a specific number. Click the number to view the corresponding list.
- Filter conditions: Include time filtering and ticket number filtering.
- List display: Display key fields of tickets.
- View tickets: View ticket details.

Submitting a Ticket

1. Choose the product corresponding to the ticket.
2. Choose the question type.
3. Fill in the question details and submit. Files in .pdf, .jpeg, .zip, .docx, .xlsx, .tar, .gz, .md, .7z, and .mp4 formats are supported. The maximum upload file size is 50 MB.

