

Home View

The tickets tool is the primary channel of communication to the boberdoo support teams.

Step 1

Use the Tickets button to enter the tickets tool.

Step 2

Select an existing ticket using the update tool to view comments and status of the matter.

Step 3

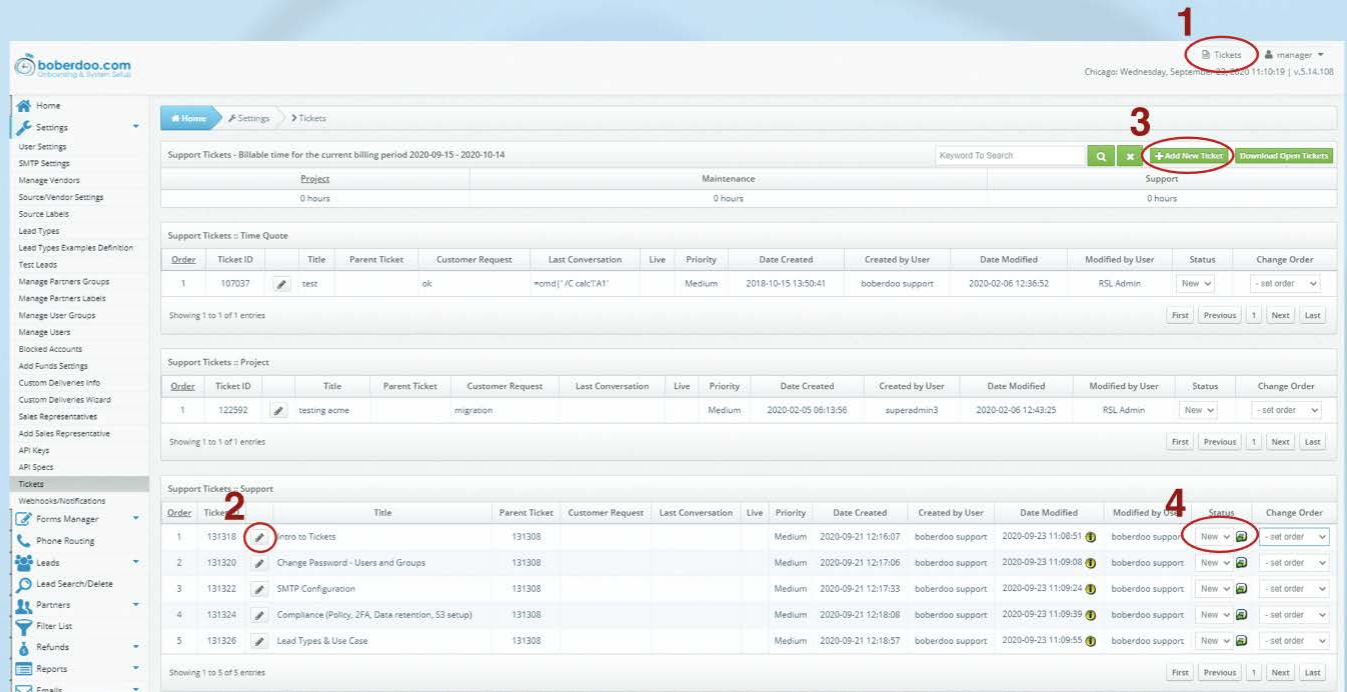
Create a new ticket for any topic, question, or performance issue.

Step 4

Change status to closed when a question is answered or issue is resolved.



Tickets are displayed in groups of support tickets (nonbillable) and project tickets (billable). Closed tickets remain retrievable for future reference.



The screenshot shows the 'Tickets' page in the boberdoo.com interface. It features a sidebar with navigation options, a top navigation bar, and three main sections for ticket management. Red circles and numbers highlight key features:

- 1:** The 'Tickets' button in the top right corner.
- 2:** A red circle around the 'Ticket ID' column header in the 'Support Tickets: Support' table.
- 3:** A red circle around the '+ Add New Ticket' button in the top right of the main content area.
- 4:** A red circle around the 'Status' column header in the 'Support Tickets: Support' table.

The 'Support Tickets: Support' table contains the following data:

Order	Ticket ID	Title	Parent Ticket	Customer Request	Last Conversation	Live	Priority	Date Created	Created by User	Date Modified	Modified by User	Status	Change Order
1	131318	Intro to Tickets	131308				Medium	2020-09-21 12:16:07	boberdoo support	2020-09-23 11:08:51	boberdoo support	New	- set order
2	131320	Change Password - Users and Groups	131308				Medium	2020-09-21 12:17:06	boberdoo support	2020-09-23 11:09:08	boberdoo support	New	- set order
3	131322	SMTP Configuration	131308				Medium	2020-09-21 12:17:33	boberdoo support	2020-09-23 11:09:24	boberdoo support	New	- set order
4	131324	Compliance (Policy, 2FA, Data retention, S3 setup)	131308				Medium	2020-09-21 12:18:08	boberdoo support	2020-09-23 11:09:39	boberdoo support	New	- set order
5	131326	Lead Types & Use Case	131308				Medium	2020-09-21 12:18:57	boberdoo support	2020-09-23 11:09:55	boberdoo support	New	- set order

Related Links



Main Page



Video



Support Page

Updating Existing Tickets

Existing tickets can be updated with comments, questions, attachments or links.

Step 1

Click on the file name to view the attached files.

Step 2

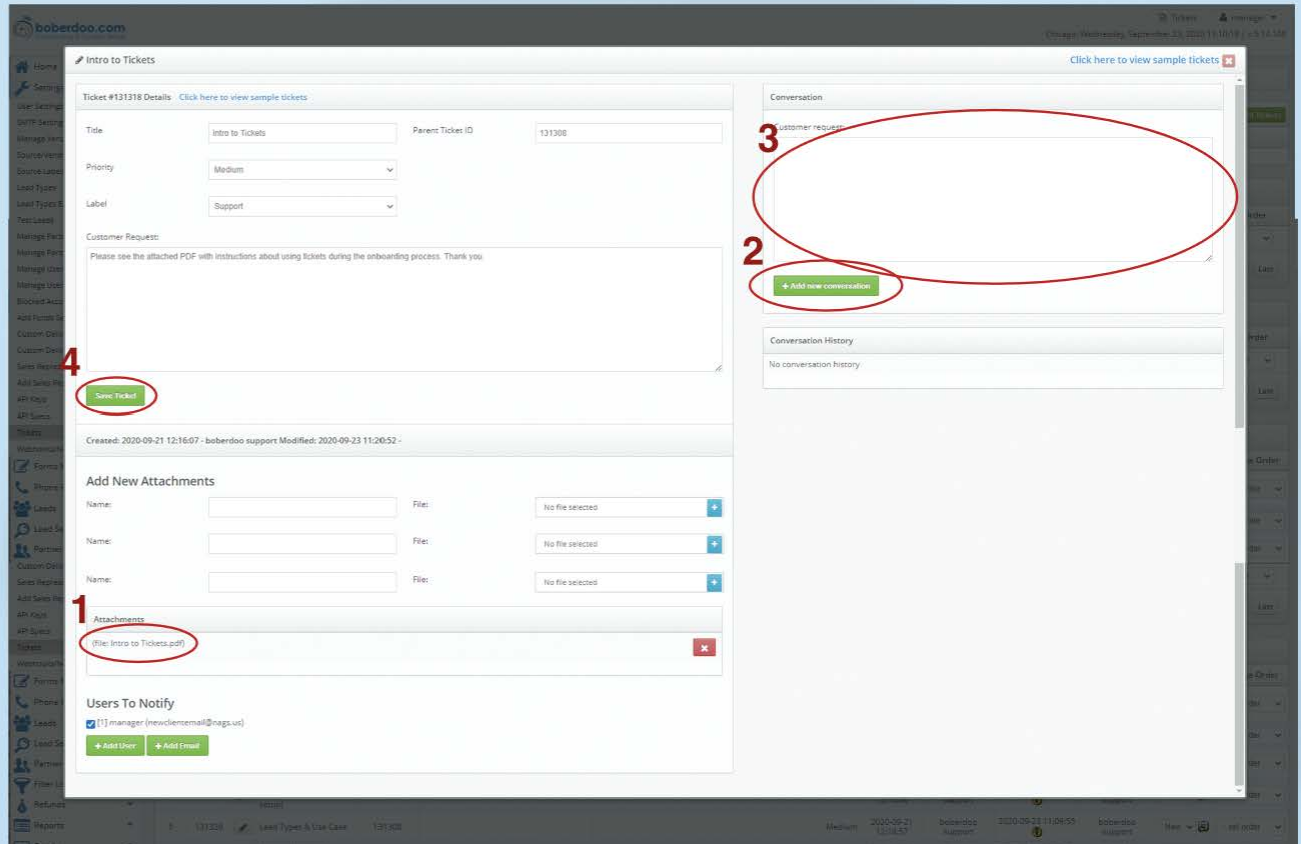
Click Add a New Conversation to send a new message to the boberdoo support team.

Step 3

Add a new conversation by writing a question or comment here.

Step 4

Click Save Ticket to post ticket.



The screenshot displays the 'Intro to Tickets' ticket details page. The interface includes a sidebar on the left with navigation options like Home, Admin, and Reports. The main content area shows ticket information such as Title, Priority, Label, and Customer Request. A 'Save Ticket' button is highlighted with a red circle and the number 4. Below this, there are sections for 'Add New Attachments' and 'Attachments', with the first attachment 'Intro to Tickets.pdf' highlighted by a red circle and the number 1. On the right side, the 'Conversation' section features a large text input area for messages, with a red circle and the number 2 around the 'Add new conversation' button and the number 3 around the input area itself. Below the input area is a 'Conversation History' section.

Related Links



Main Page



Video



Support Page

Creating New Tickets

Please take the time to carefully create a ticket that helps the support teams understand your needs.

Step 1

TITLE: Please provide a brief and descriptive title for your question or request.

Step 2

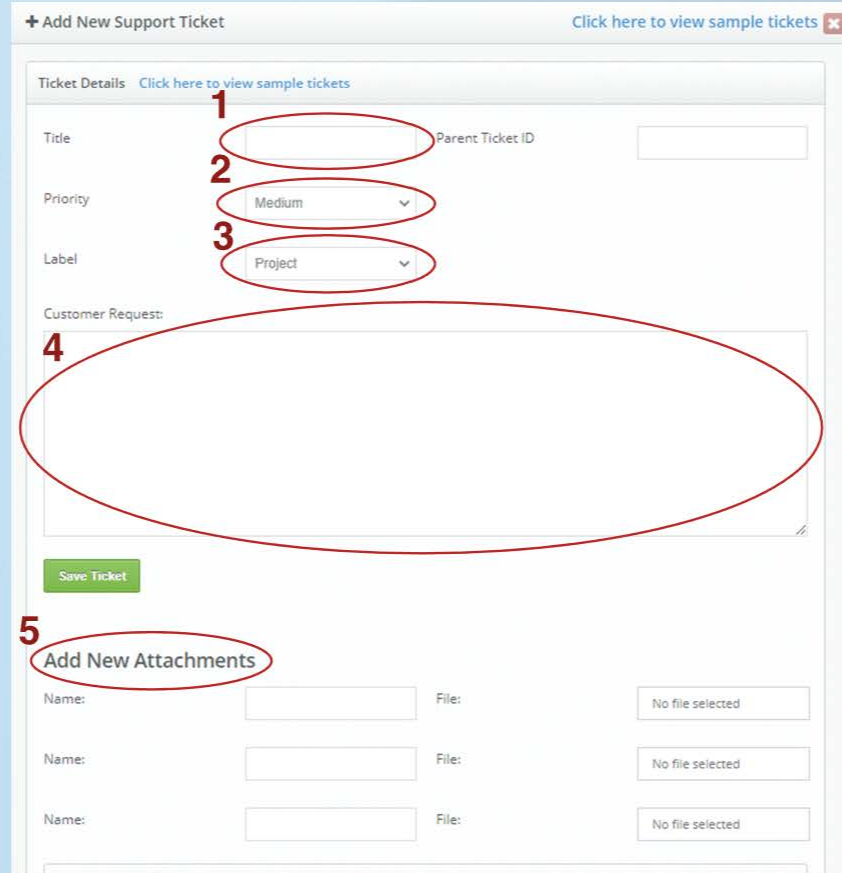
PRIORITY: Identify the priority of the matter relative to others. Be advised that emergency tickets should be used judiciously. False alarm emergency tickets are billable.

Step 3

LABEL: Designate the nature of your ticket. "Project" is billable custom work. "Support" is troubleshooting errors or malfunctions and generally is not billable.

Step 4

CUSTOMER REQUEST: Please write the details here about your question or request. Give us screenshots, videos or anything else that helps us understand your question or request.



The screenshot shows the 'Add New Support Ticket' form. It includes a title field, a 'Parent Ticket ID' field, a priority dropdown menu (set to 'Medium'), and a label dropdown menu (set to 'Project'). A large text area for the 'Customer Request' is highlighted with a red oval and the number 4. Below the form is a 'Save Ticket' button and an 'Add New Attachments' button, which is also highlighted with a red oval and the number 5. The form also features three rows for adding attachments, each with a 'Name' field and a 'File' selection button.

Step 5

ADD NEW ATTACHMENTS: You can attach a variety of file types to the tickets. We strongly encourage you to provide any attachments that help communicate your needs.

Click **SAVE** and the matter will be routed to the correct team.



A ticket's "emergency" status should be used with care. Our team supervisors are immediately alerted 24 hours a day. False alarm emergency tickets will be converted to billable time by all who responded to the alerts.

Related Links



Main Page



Video



Support Page