Submitting Ticket

Natalia - 2021-08-10 - Kommentare (0) - General

Submit Ticket via support.cloudmaven.com

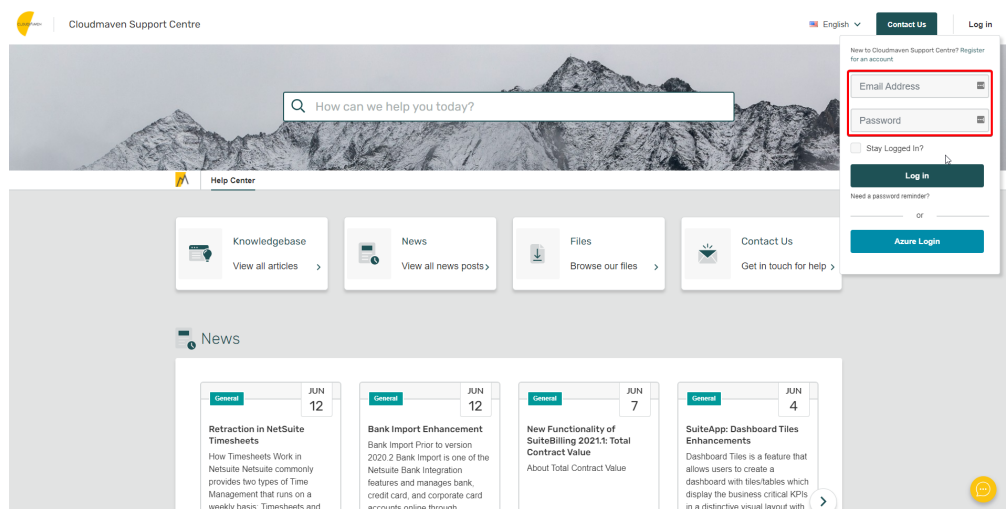1. Going to our support website (support.cloudmaven.com)
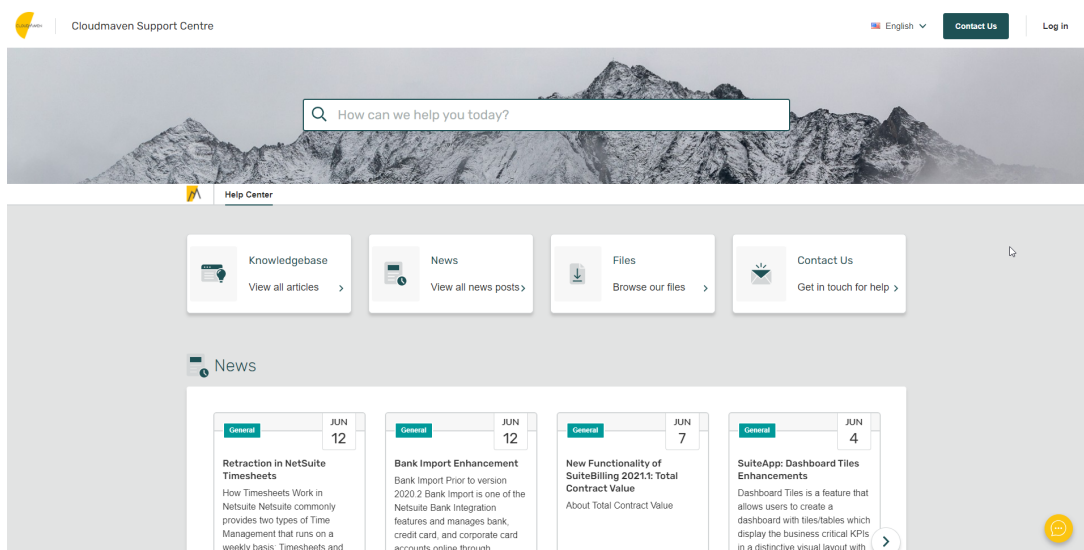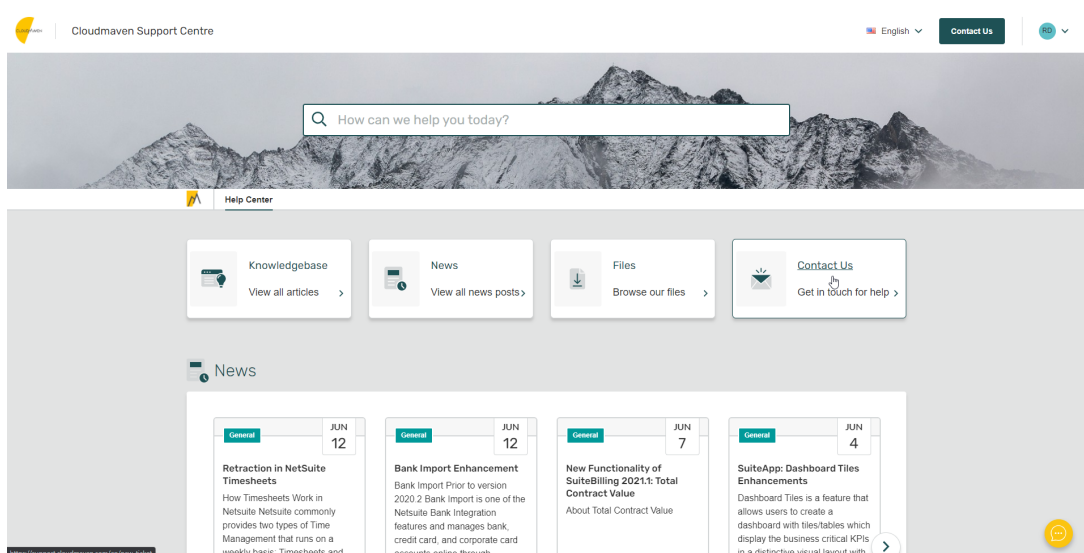

1. Click Login
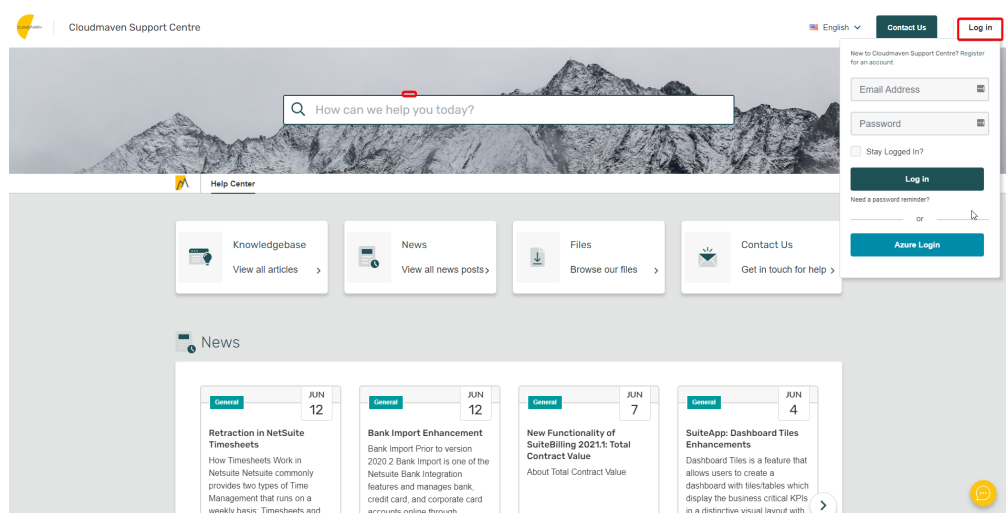
2. Enter your email and password login

- If you are already registered, please enter your email and password login
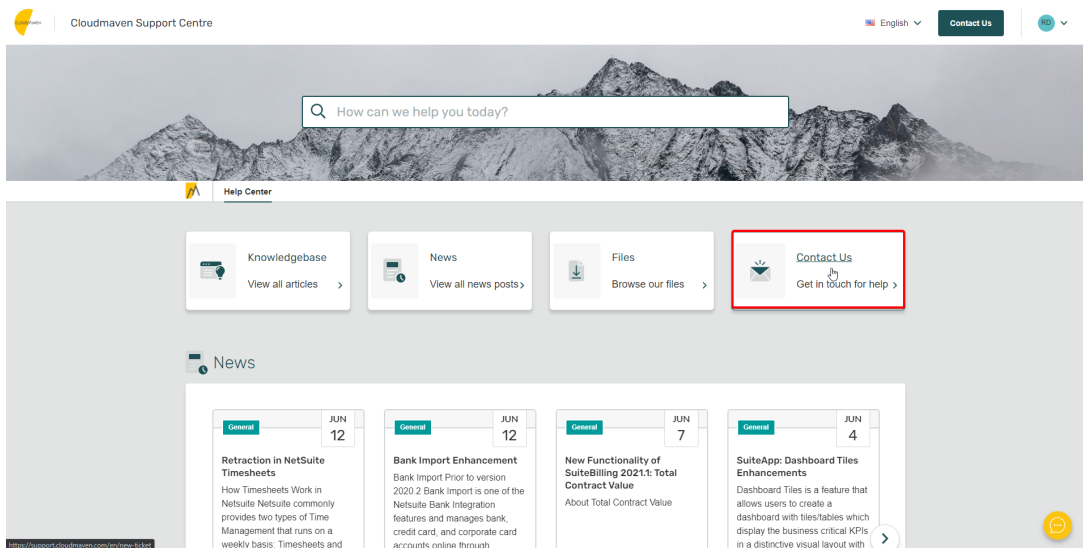
If you are not yet registered, please register the account first

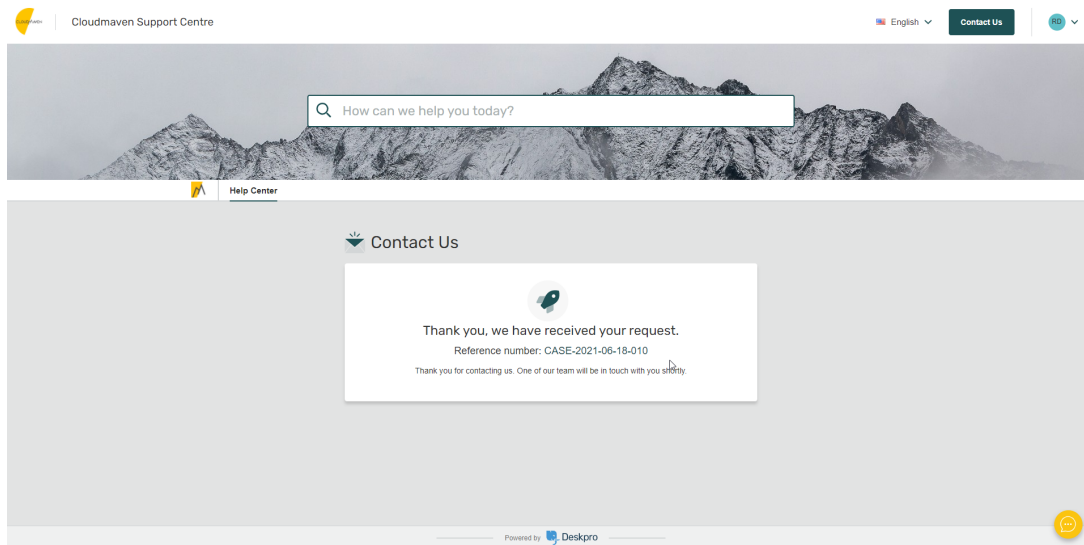4. After you login, you will be redirected to home support page

5. To submit the ticket, please click contact us from home page login

6. Enter the Ticket's information(please choose the category and department if you know this information)
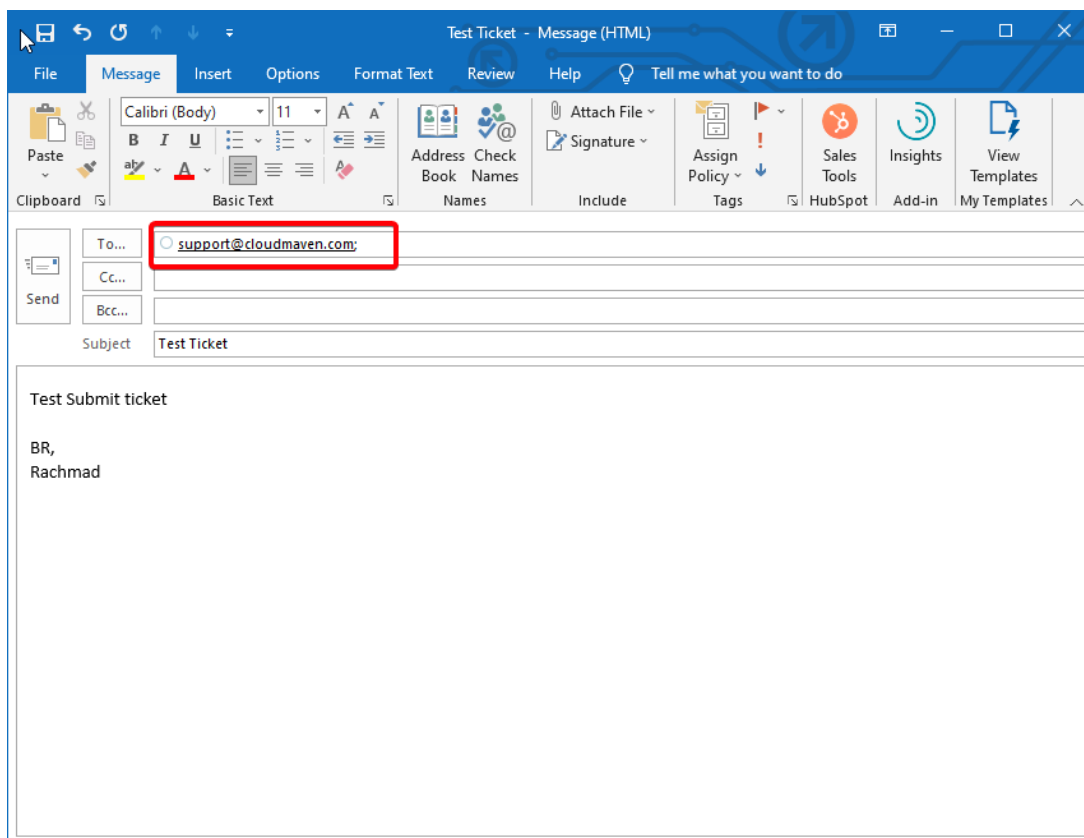

7. Click Submit

8. There will be notification after you successful submit the ticket

Submit Ticket via email

1. Submit the ticket via email to : support@cloudmaven.com

2. Agent will received the ticket and will respond to you as soon as they are available. The system will be assigned to an agent within 30 minutes to 4 hours time frame. The agent response time is within 24 hours.

#2538 **Test Ticket**   Awaiting Agent 1

Rachmad Dwiyanto <rachmad@cloudmaven.com>

Department: **N** NetSuite Support   Agent: Unassigned

Agent Team: No Team   Date Created: less than a minute ago

Reply   Reply All   Forward   IM

CS   Mon 21/06/2021 12:33
Cloudmaven Support
RE: Test Ticket

To   Rachmad Dwiyanto

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Rachmad Dwiyanto,

Your ticket has been received. One of our agents will reply to you shortly.

Regards,
Your Support Team

On Jun 21, 2021 at 5:33 AM, Rachmad Dwiyanto <rachmad@cloudmaven.com> wrote:

Test Submit ticket

BR,
Rachmad

View and manage this ticket online: https://support.cloudmaven.com/tickets/CASE-2021-06-21-003

3. You can communicate with the agent directly from email

Pop Out   ✕ Discard

Send   To...   ○ **Cloudmaven Support**
        Cc...
        Bcc...
        Subject   RE: Test Ticket

Thank You Olivia for your response.

Best Regards,
Rachmad

From: Cloudmaven Support <info@cloudmaven.com>
Sent: 21 June 2021 12:34
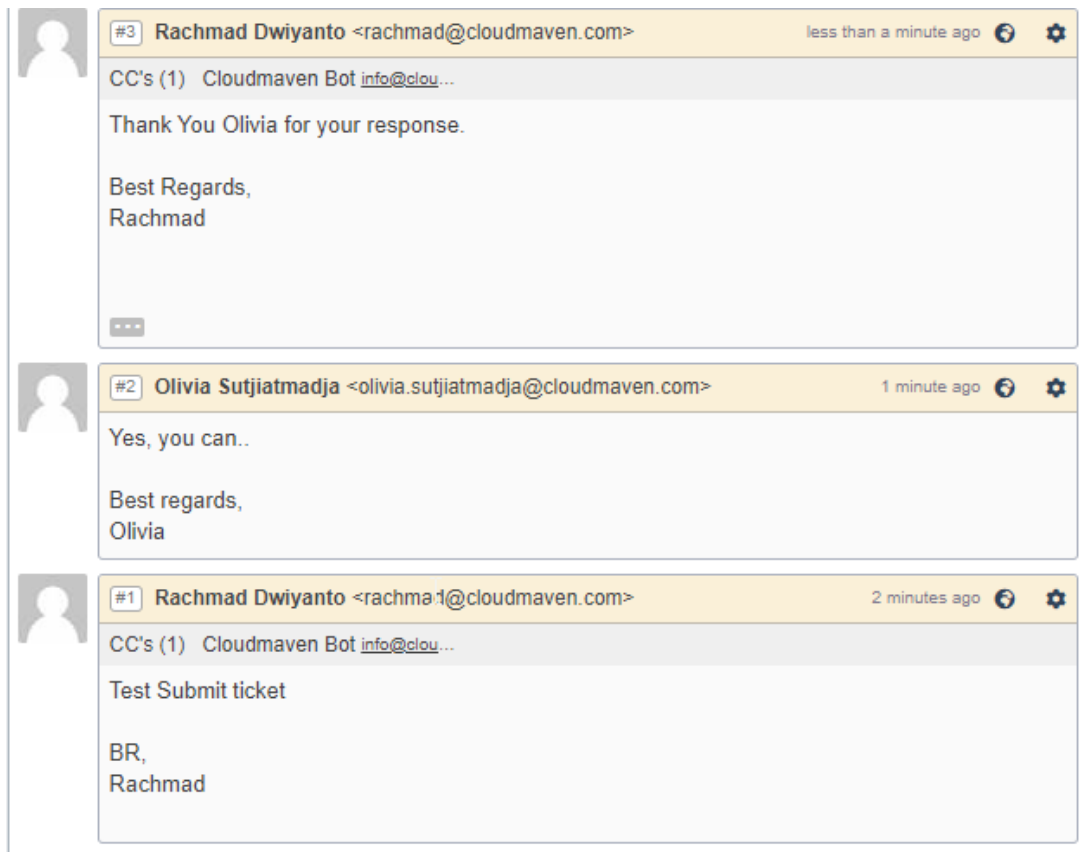**To:** Rachmad Dwiyanto <rachmad.dwiyanto@cloudmaven.com>
Subject: RE: Test Ticket

Yes, you can..

Best regards,
Olivia

Was this message helpful? Yes   It was OK   No

On Jun 21, 2021 at 5:33 AM, Rachmad Dwiyanto <rachmad@cloudmaven.com> wrote:
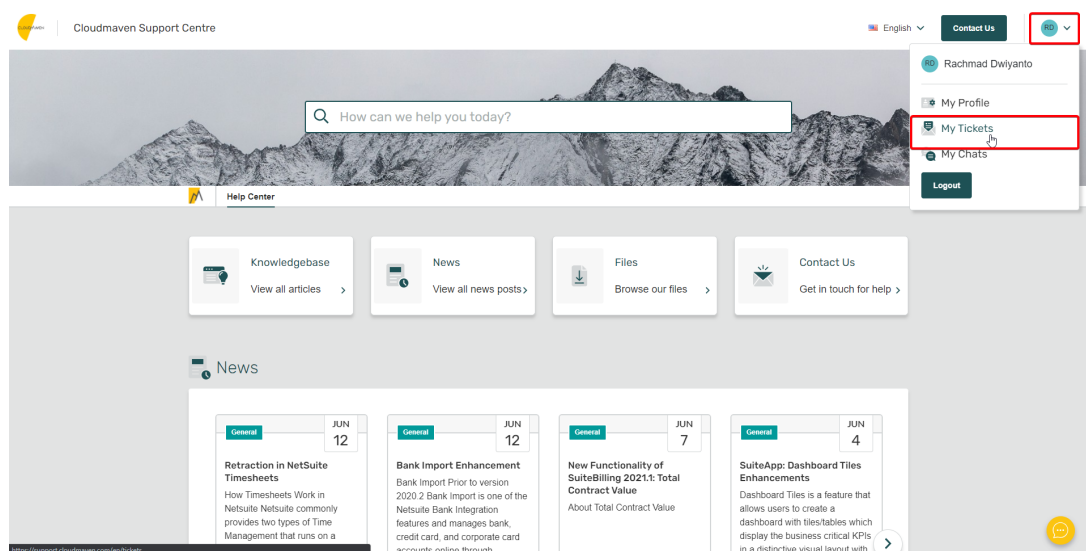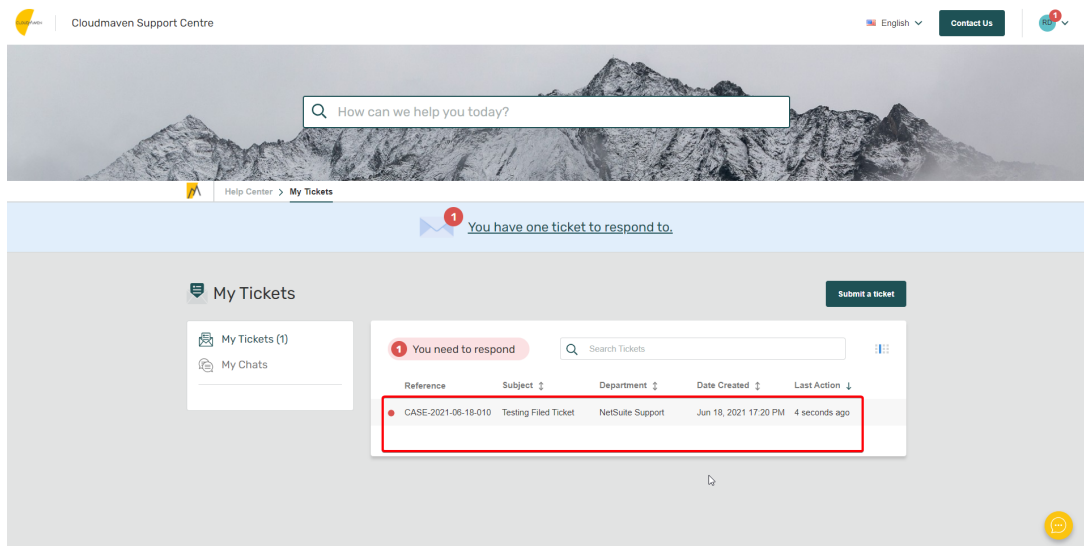
Test Submit ticket

Cloudmaven Ticket Dashboard

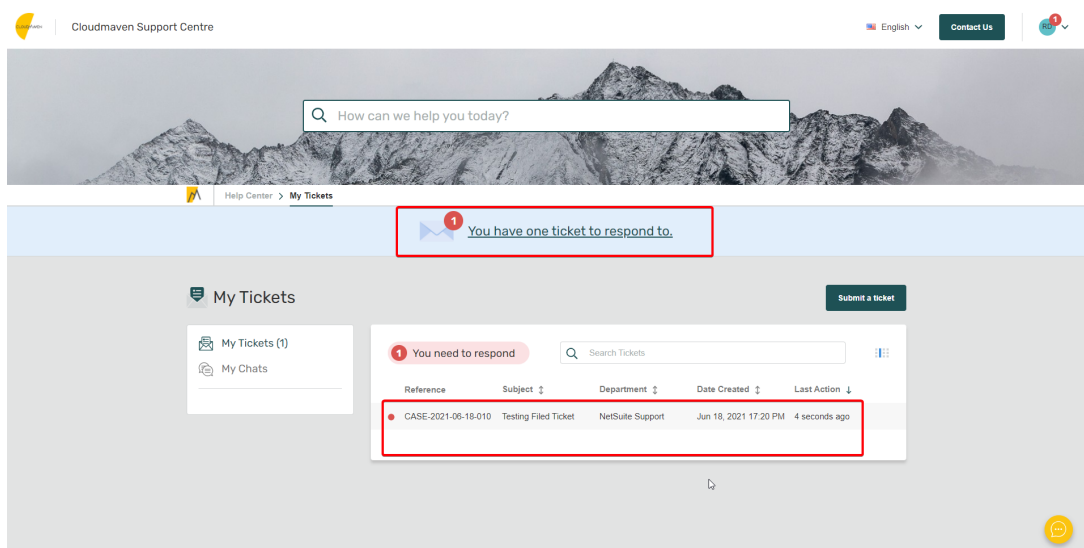You can monitor the status of ticket you already submitted on the website.

1. Go to your user > View My Tickets

2. You will see all the ticket you already submitted

3. There will be notifications message if there is ticket you need to respond

4. To reply the ticket, you can click on the ticket you need to respond and then submit reply directly from there

Resolved Ticket

Whenever one issue is resolved, it is best if you can close the ticket by clicking on "Resolved ticket" via browser.

When there is no reply from the user 3 days after last agent response, the agent will mark the ticket as resolved.