

Knowledgebase > General > Submitting Ticket

Submitting Ticket

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

Submit Ticket via support.cloudmaven.com

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



1. Click Login

Cloudmaven Support Centre		English 🗸 Contact Us	Log in
Q How ca	n we help you today?	He to Dustman Agent Control Nu Email Address Password Stay Loged In?	igister
Knowledgebase View all articles	News View all news posts	files >	
Jun 12 Retraction in NetSuite Timesheets How Timesheets How Timesheets Massagement that runs on a weekly basis. Timesheets and	Count JUN 12 Bank Import Enhancement Bank Import for to writion 2020 2 Bank Import is one of the Mexicute Bank Import is one of the About Total Contract Value About Total Contract Value	JUN JUN 7 4 SuiteApp: Dashboard Tiles 10 BuilteApp: Dashboard Tiles 10 BuilteApp: Dashboard Tiles 10 adobtaart mit Ilestabies which 10 dashboard mit Ilestabies which 11 adstrotev exaul layout with	0

- 2. Enter your email and password login
- If you are already registered, please enter your email and password login

- Cloudmaven Support Centre English V Contact Us Log in 123 Q How can we help you today . Knowledgebase News Files Contact Us - $\underline{\downarrow}$ $\mathbf{\times}$ View all articles View all news posts> Browse our files > Get in touch for help > o News ^{јин} 12 лом 12 JUN 4 JUN 7 Seneral General New Functionality of SuiteBilling 2021.1: Total Contract Value Retraction in NetSuite Timesheets Bank Import Enhancement SuiteApp: Dashboard Tiles Enhancements Bank Import Prior to version 2020.2 Bank Import is one of the Netsuite Bank Integration Dashboard Tiles is a feature that allows users to create a dashboard with files/tables which display the business critical KPIs in a distinctive visual layout with ets Work in How Tir About Total Contract Value Netsuite commonly two types of Time ment that runs on a features and manages be credit card, and corporate accounts online through akly basis: Timesheets an If you are not yet registered, please register the account first
 - A PAT 62 Help Center > Register Register Rachmad Dv nrdwi Password Confirm p zone Asia -> Jakarta To prove you a CAPTCHA C tkn5h tkn5h Register
- 4. After you login, you will be redirected to home support page

Cloudmaven Support Centre		English V Contact Us	×
Q Hov	v can we help you today?		
View all articles	News View all news posts > Files Browse our	files >	
News	Connect JUN 12 Bank Import Enhancement Bank Import Prior to version 2020.2 Bank Import is one of the Messule Bank Integration features and manages bank, credit card, and corporate card accounts online through New Functionality of SuiteBilling 2021:1: To Contract Value About Total Contract Value	JUN JUN 7 General SuiteApp: Dashboard Tiles Enhancements Deshboard Tiles is a feature that adshboard with tiles/tables which display the business critical KPIs in a districtive visual layout with	

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)

Help Center > Contact Us				•
	👻 Contact Us		_	
	Please complete this form and one of our as possible.	r agents will reply to you by email as so	n	į
	Name "	Email Manage my email addre	1565	
	Rachmad Dwiyanto	nrdwiyanto@gmail.com		
	Department *			
	NetSuite Support			
	Subject *			
	Testing Filed Ticket			
	Category *		 Da	
	Ticket			
	Message *			
	B I 型 𝒫 ∷≡ ⊨ ୭୭ > ♠			
	Rachmad Test the ticket			
	Choose files or 😰 Drag and dro	p		
	Submit Reset		9	

7. Click Submit

Help Center > Contact Us	the second s		
	👻 Contact Us		
	Please complete this form and one of our as possible.	agents will reply to you by email as soon	
	Name "	Email Manage my email addresses	
	Rachmad Dwiyanto	nrdwiyanto@gmail.com	
	Department *		
	NetSuite Support	\checkmark	
	Subject *		
	Testing Filed Ticket		
	Category ^		D
	Ticket	\checkmark	
	Message *		
	B I ⊻ Ø ≔ ⊨ 99 <> ₫		
	Rachmad Test the ticket		
	Choose files or Drag and dro	p	
	Submit		9.

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		(Awaitin	ng Agent 1
Rachmad Dwiyanto <rachmad@cloudmaven.com></rachmad@cloudmaven.com>				>	
	Department: 🔁 NetSu	te Support	Agent: Unassigned		
	Agent Team: No Team	Date Crea	ted: less than a minut	te ago	
	eply Reply All Rorward Club Mon 21/06/2021 12:33 Cloudmaven Support RE: Test Ticket Rachmad Dwiyanto there are problems with how this message is	displayed, click here to	view it in a web browser.		
De	ar Rachmad Dwiyanto,				
Yo	ır ticket has been received. One of our ag	ents will reply to you	shortly.		
Re Yo	ards, ir Support Team				
Or	Jun 21, 2021 at 5:33 AM, Rachmad Dwiya est Submit ticket	nto < <u>rachmad@clou</u>	idmaven.com> wrote:		
	R, achmad				
Vi	w and manage this ticket online: <u>https://s</u>	upport.cioudmaver	1.com/uckets/CASE-2021-06-21-0	03	

3. You can communicate with the agent directly from email

📑 Pop Out 🗙 Discard

	To O <u>Cloudmaven Support</u>	
1_1	Cc	
Send	Bcc	
6	Subject RE: Test Ticket	
T		
Inank	You Ulivia for your response.	
Best R	legards,	
Rachn	nad	
From: Sent: To: Ra Subje	Cloudmaven Support <info@cloudmaven.com> 21 June 2021 12:34 achmad Dwiyanto <rachmad.dwiyanto@cloudmaven.com> ct: RE: Test Ticket</rachmad.dwiyanto@cloudmaven.com></info@cloudmaven.com>	
Yes, yo	bu can	
Best re	egards,	
Olivia		
Was thi	s message helpful? Yes It was OK No	
On Jur	121. 2021 at 5:33 AM. Rachmad Dwivanto ≤ rachmad@cloudmaven.com > wrote:	
Test	Submit ticket	
		Ŧ



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

Cloudmaven Support Centre		English V Contact Us
Q Ho Help Center > My Tickets	w can we help you today?	A Constant
	You have one ticket to respond to.	
My Tickets		Submit a ticket
函 My Tickets (1) (合 My Chats	You need to respond Q Search Tickets Reference Subject : Department : Date Created : CASE-2021-06-18-010 Testing Filed Ticket NetSule Support Jun 18, 2021 17:20 PM	Last Action ↓ 4 seconds ago
	b	

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

C. DAGY AND -	Cloudmaven Support Centre		See English V Contact Us
	Q How Halp Center > My Tekets	can we help you today?	
		You have one ticket to respond to.	
	My Tickets	su	mit a ticket
	鹵 My Tickets (1) ⑥ My Chats	You need to respond Q Search Tckets Reference Subject Department Date Created Last Action	10
		CASE-2021-08-18-010 Testing Filed Ticket NetSuite Support Jun 18, 2021 17:20 PM 4 seconds ago	<u> </u>
		L)	9

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

Help Center > My Tickets > BACDE		
BACDE	🖨 🙆 🖬 Resolve ticket	
You (nrdwiyanto@gmail.com) TEST Ticket again	© 5 seconds ago Ticket Status ③ Awaiting Agent	
Reply or close the ticket Ro Rachmad Dwiyanto	Created Jun 21, 2021 12:51 PM Reference CASE-2021-06-21-007 CCs 0 CC No participants	:C +
Choose files or Drag and drop	Ticket Properties Ed Department NetSuite Support Category Ticket	dit 🎤

Resolved Ticket

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

Help Center > My Tickets > Testing		
₽ Testing	🖨 🖪 🔤 Resolve ticket	
You (nrdwiyanto@gmail.com) Testing	 ④ 4 seconds ago Ticket Status ④ Awaiting Agent 	

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