

## Create Ticket

Create Case Button lets agents/end users to key in information about the queries or issue and track the activities related to resolving the queries.

## Getting Started

- Login to Wolken Care, as an Admin/Agent.
- Click **Create ticket** icon , present at the top end of the page as show in the below fig.

| Select the ticket type                      |                                       | Click here<br>create Tick | to<br>cet |                          |
|---|---------------------------------------|---------------------------|-----------|--------------------------|
|   |                                       | 1                         |           |                          |
| ≡ <b>x</b> m <sup>*</sup> ∩                 | Search by Ticket ID                   | O, + CREATE TICKET        | Online    | In Trial<br>88 days left |
|   |                                       |                           |           |                          |
| Ticket Creation (Creation By : madhushree ) |                                       |                           |           | Submit Reset             |
| Ticket Type *                               |                                       |                           |           |                          |
|   |                                       |                           |           |                          |
|   | Please select Ticket Type to continue |                           |           |                          |

Fig-01

- Enter min 3 characters to select the **Account** the product belongs to.
- Select the **Category**, **Subcategory**, and the **Item** of the product from the list box.
- Select the **Priority** of the ticket from the list box.



- Write the **Subject** of ticket creation.
- Give a brief description about the ticket in the **Description** box.
- Click the File Upload button to add attachments.
- Click **Submit** , to save.

|   | Click Submit to create  |
|---|---|
|   | the ticket  |
| = with the Sauch  |   |
| A Home > Create Ticket  | and a set |
| Ticket Creation (Creation By: modbustwas)   | Cumb Court  |
| / Ticket type* -  | Submit Reset  |
| Issuo   | •   |
| ABCD Q Z 0  | centet* ⊂ Q ✓   |
| Category *Category Default  | , Sub Category *<br>Sub Category Default  |
| hem*-   |   |
| Priority*   |   |
| High - P2 -   |   |
| test  |   |
| Description *   | 4/750   |
| File Edit View Insert Format Tools Table  |   |
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| lest<br>B File Upload   |   |
|   | 0   |
| Fig   | g-02  |
| Click here to upload  |   |
| attachments   |   |



## Ticket Views

To view the complete details of the created tickets by an Agent .

| Case ID is assigned<br>once the case is<br>created | Click her<br>create a ne | e to<br>w view  |               | To<br>de                     | o view the<br>fault views | To copy the<br>contents in an<br>Excel format |
|--|--------------------------|-----------------|---------------|------------------------------|---------------------------|---|
| •  |                          |                 |               |                              |                           | T I I I I I I I I I I I I I I I I I I I       |
| = ****   |                          | Search          | by Ticket ID  | 0                            | ) + CREATE TICKET         | Online In Trial<br>88 days left M             |
| ✦ Home > Ticket Views                              |                          |                 |               |                              |                           |   |
| Filters 🗙 All                                      |                          |                 |               | <b>Q</b> Enter to search     | Requester                 |   |
| AII \<br>TICKET ID ↓ Q                             | TICKET SUBJECT 个         |                 | ORIGIN 个      | DATE/TIME CREATED $\uparrow$ | SEVERITY $\uparrow$       | STATUS 🛧                                      |
| (i) 16   | Hello at 19              | Sujatha MH      | Facebook      | 06-December-2021             | High - P2                 | Open-Un Assigned                              |
| 15   | test                     | Mithun          | Email Support | 06-December-2021             | Low - P4                  | Open-Customer Res                             |
| (i) 14   | (#957020701) Gmail       | forwarding-nore | Email Support | 06-December-2021             | Low - P4                  | Open-Un Assigned                              |
| (1) 13   | Amazon SES Setup N       | no-reply-aws@   | Email Support | 06-December-2021             | Critical - P1             | Open-Un Assigned                              |
| () 12  | @wolken_sujatha te       | Naveen          | Twitter       | 02-December-2021 1           | Low - P4                  | Open-Un Assigned                              |
| (i) 11   | @wolken_sujatha H        | Sudhakar        | Twitter       | 01-December-2021 1           | High - P2                 | Open-Un Assigned                              |
| <ol> <li>4</li> </ol>                              | What is Wolken Care?     | Harshitha       | Agent         | 01-December-2021 1           | Critical - P1             | Open-Assigned                                 |
| (i) 3  | Test                     | Harshitha       | Agent         | 01-December-2021 1           | Critical - P1             | Open-Assigned                                 |
| (j) 1  | Amazon SES Setup N       | no-reply-aws@   | Email Support | 01-December-2021 1           | Critical - P1             | Open-Assigned                                 |
|  |                          |                 |               | 20 70 00                     |                           |   |
| Damaged by the united                              |                          |                 |               | Go To po<br>1                | Items per page: 100 💌 1   | -9 of 9  < < > >                              |

Fig-03

 Click the Filters icon Y, to filter by owner based on All cases and My cases ( cases assigned to you ).

| elect the<br>from the  | field name<br>e list box                                    | Select t   | he conditior<br>uals or not<br>equals  | n Er<br>fi  | nter the value<br>eld name sele   | of the<br>ected   | Click here to vie<br>results based o   |
|--|---|--|--|---|---|---|--|
|  | <b>*</b>  | /  | Search 1   | by Ticket ID  | 0,  | + CREATE TICKET   | eiven condition  |
| ✦ Home Filters 1   | Ticket Views     All  |  |  |   | Q Enter to search   | Requester   |  |
| Categ<br>Conditi<br>O By defa  | on: Category = Category De                                  | ifault<br>displayed. To query for closed   | Category Default Search  | d condition explicitly.   | I   |   | Cancel Show Results  |
|  |   | TICKET SUBJECT 1   | CONTACT 1  |   |   | SEVERITY A  | STATUS A   |
| \$   | TICKET ID U Q   |  |  |   | DATE/TIME OREATED I   |   |  |
| <b>\$</b>  | TICKET ID ↓ Q<br>16   | Hello at 19  | Sujatha MH   | Facebook  | 06-December-2021  | High - P2   | Open-Un Assigned   |
| ©  | 16<br>15  | Hello at 19<br>test  | Sujatha MH<br>Mithun   | Facebook<br>Email Support   | 06-December-2021  | High - P2<br>Low - P4   | Open-Un Assigned Open-Customer Res   |
| ©<br>()<br>()  | 16<br>15<br>14  | Hello at 19<br>test<br>(#957020701) Gmail  | Sujatha MH<br>Mithun<br>forwarding-nore  | Facebook<br>Email Support<br>Email Support  | 06-December-2021<br>06-December-2021  | High - P2<br>Low - P4<br>Low - P4   | Open-Un Assigned<br>Open-Customer Res<br>Open-Un Assigned  |
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Fig -04