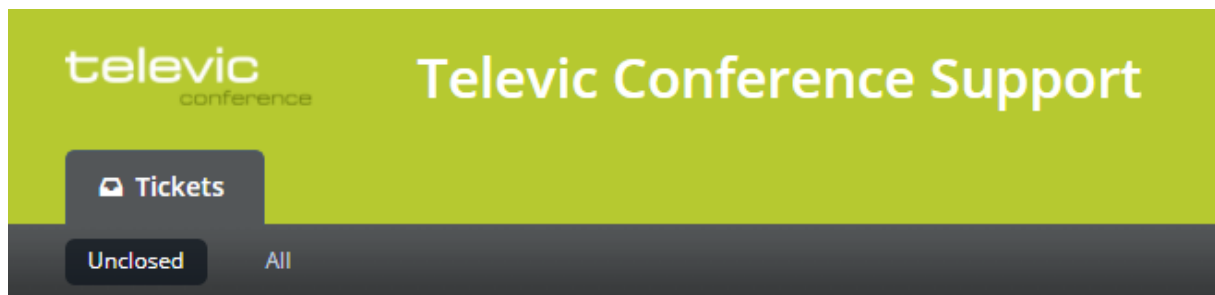




Televic Conference Support Ticket System MANUAL



Contents

1	About This Document.....	3
1.1	Copyright.....	3
1.2	Trademarks	3
1.3	Document History.....	4
2	General Description.....	5
2.1	Introduction	5
2.2	Creating a ticket	5
2.2.1	<i>Via mail :</i>	5
2.2.2	<i>Via the ticket portal</i>	6
2.2.3	<i>Via Televic Conference website</i>	9
2.3	Replying to a ticket	10
2.4	Closing and reopening tickets.....	10

1 About This Document

This document describes how to use the Televic Conference Support Ticket System

1.1 Copyright

All information contained in this document is copyright © 2018 by Televic Conference NV. All rights reserved.

No part of this document may be reproduced, distributed or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior, express & written permission of the publisher. For permission requests, contact Televic Conference NV, Leo Bekaertlaan 1, 8870 Izegem, BELGIUM.

The authors of this document have made every effort to ensure the accuracy of the information. However, the information in this document is supplied without warranty, either express or implied. Neither the authors, nor Televic Conference NV, nor its dealers or distributors will be held liable for any damages caused or alleged to be caused either directly or indirectly by this document.

1.2 Trademarks

All terms mentioned in this document that are known to be trademarks or service marks have been appropriately capitalized. Televic Conference NV cannot attest to the accuracy of this information. Use of a term in this document should not be regarded as affecting the validity of any trademark or service mark.

1.3 Document History

Version	Date	Description
1.0	08-01- 2018	1 st version

2 General Description

2.1 Introduction

The Televic Conference Support Ticket System is intended to allow better follow up of reported issues by both Televic Conference Support dept. as well as persons who created the tickets.

Each ticket has a unique ticket ID nr , which makes it easy to look up any mailhistory on this subject

The ticket system can be used by all direct customers of Televic Conference and make it possible for each customer to :

- 1) Create new "tickets" ; by tickets is meant any report of an encountered problem or any technical question regarding existing Televic Conference systems
- 2) Have an overview of all tickets and their respective statuses and communication history
- 3) Each user can only see tickets created by themselves or by any person of the same company

2.2 Creating a ticket

When creating tickets , pls avoid to reports multiple issues in the same ticket if they are not related to each other

2.2.1 Via mail :

Simply write a mail to Support-Conference@televic.com ,and we will create a new ticket with a unique ticket nr for you. An mail will be send to you with a direct link to your ticket as in example below

Dear xxxxxxxxxxxx

Thank you for submitting your ticket to our helpdesk. One of our support engineers will get back to you with more information shortly.

You can track your ticket by clicking on this link

NOTE: When replying to this email please leave the subject-line intact.



Created ticket {2318} :

Subject: example of reported problem
this field contains a detailed description of the encountered problem

<https://conference-support.televic.com/Ticket/2318>

IMPORTANT NOTE : If you reply to this mail , pls make sure NOT to remove or change the ticket identification nr between the brackets in the subject line of the mail . By means of this ticket identification , all mail responses are automatically added to the ticket history.

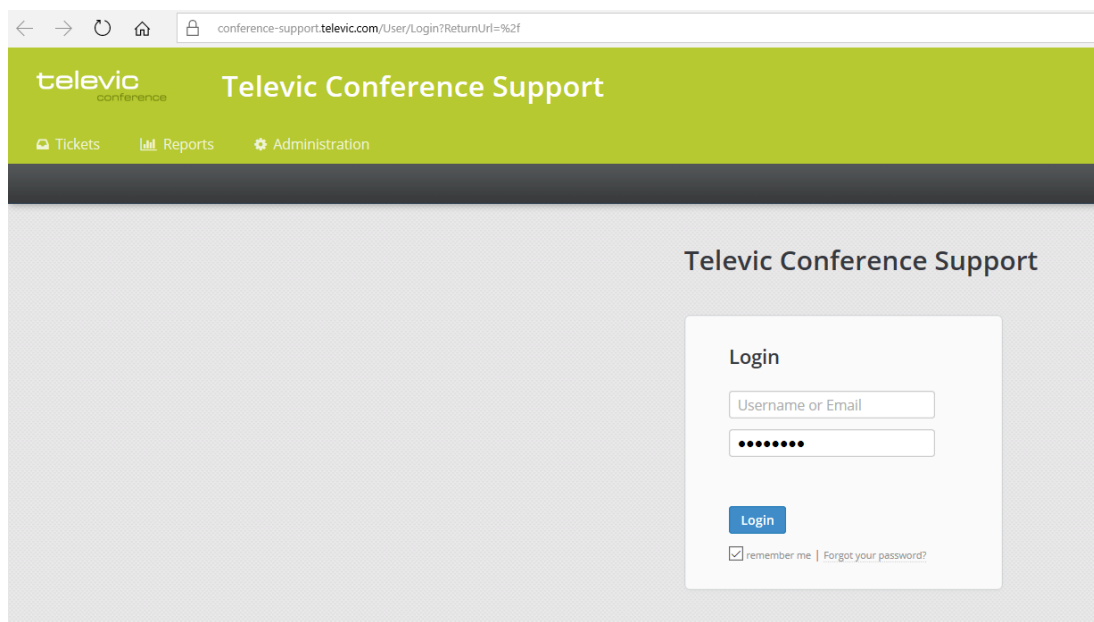
2.2.2 Via the ticket portal

Login to the ticket portal with your username and password

If you do not have a login yet , you can request one by writing a mail to via Support-Conference@televic.com

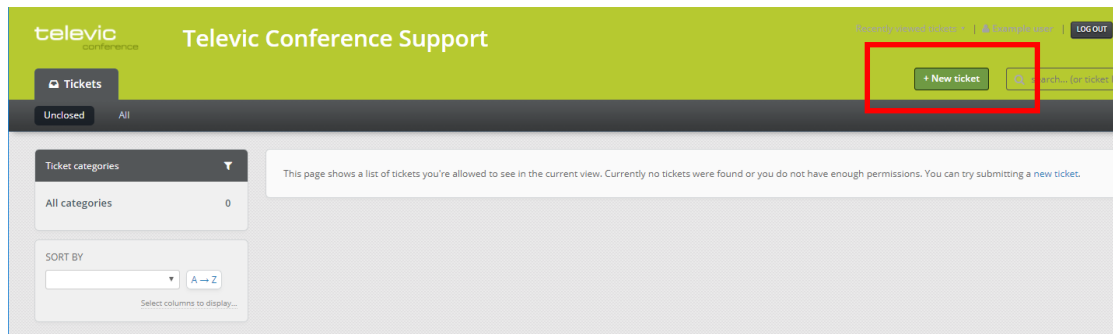
In your webbrowser enter this line

<https://conference-support.televic.com/User/Login?ReturnUrl=%2f>



The screenshot shows a web browser window displaying the login page for the Televic Conference Support system. The browser's address bar shows the URL: conference-support.televic.com/User/Login?ReturnUrl=%2f. The page features a green header with the 'televic conference' logo and the text 'Televic Conference Support'. Below the header, there are navigation links for 'Tickets', 'Reports', and 'Administration'. The main content area is a light gray background with the heading 'Televic Conference Support' and a white login form. The form is titled 'Login' and contains two input fields: 'Username or Email' and a password field with masked characters. Below the password field is a blue 'Login' button. At the bottom of the form, there is a checkbox labeled 'remember me' and a link for 'Forgot your password?'.

Login and click on the "New Ticket " button to create your ticket



Now you can enter the details of your question

Additionally some mandatory info need to be entered, such as Project name (free format) and Product type (drop down list)

Other info such as priority, SW versions, article nr, serialnr are usefull if applicable but are not mandatory

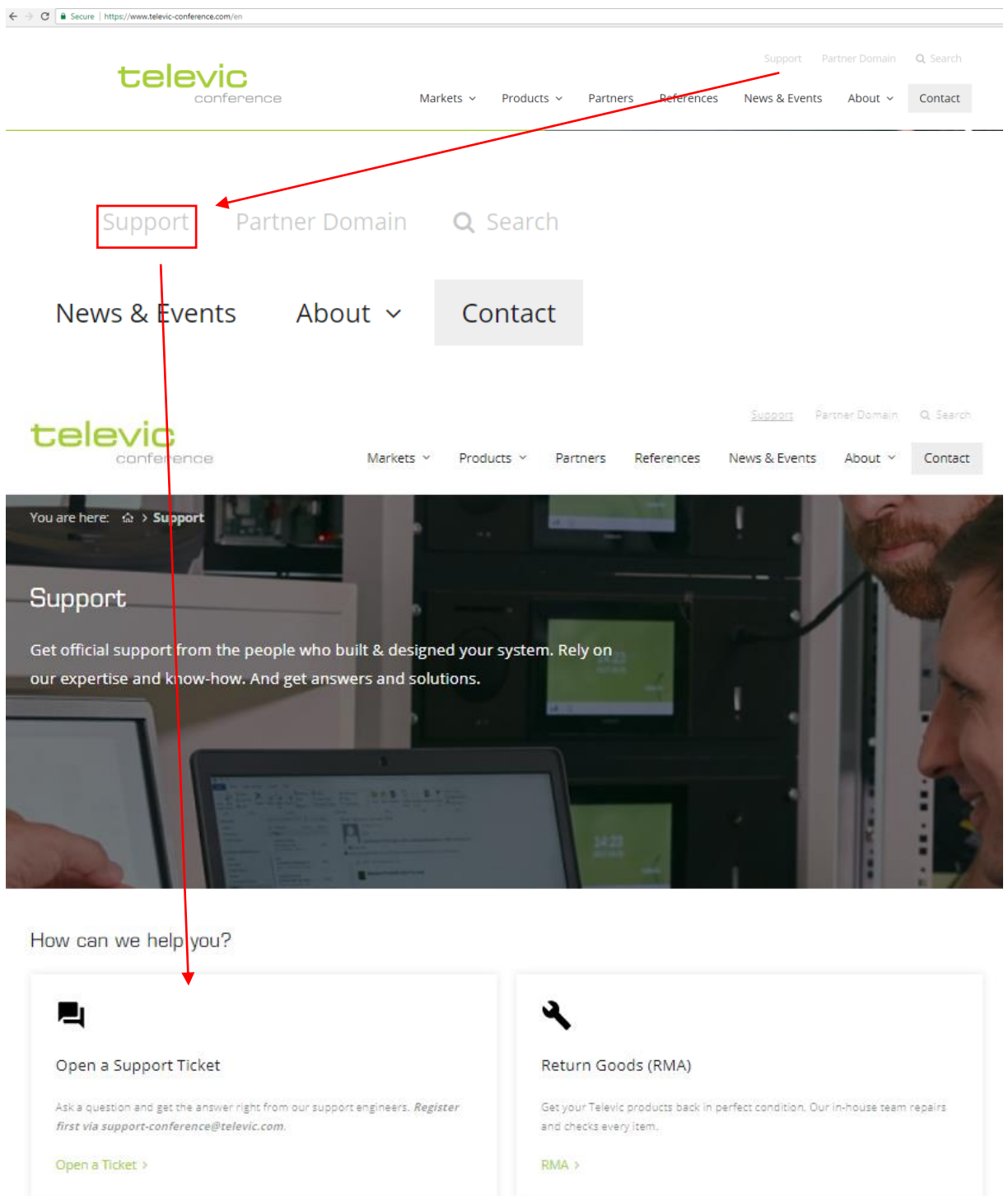
When ready, click submit

Now in the overview you can choose to see all your unclosed tickets or all tickets, and their status and history

You can always close tickets or reopen closed tickets

Subject	Priority	Status	Date	Due	Tech	Updated	Product type	Project Name or Roomname
example of reported problem & Dirk Vanhoenacker Technical Support	Normal	In progress	22 min ago	16/01/2018 11:51	Example user	28 sec ago	Other	Council room
Short description of your question of problem & Example user Technical Support	Normal	New	1 min ago	09/01/2018 12:12		1 min ago	Plixus	Council room

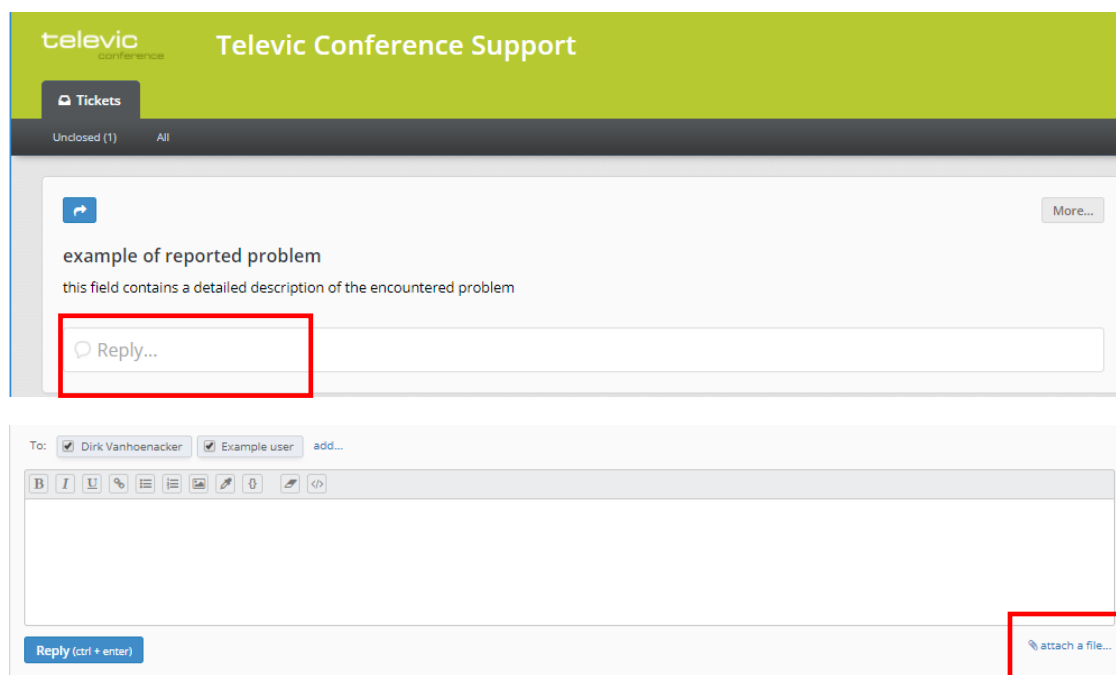
2.2.3 Via Televic Conference website



From here on same procedure as explained chpt 2.2.2

2.3 Replying to a ticket

From within the ticket you can reply and add attachments



Or you can also reply by replying on the mail you received with subject line and ticket ID nr {****}

Example mail subject line *Re:Short description of your question of problem {2319}*

2.4 Closing and reopening tickets

Tickets can be closed or reopened by the ticket reporter or by the Televic Conference Support dept.

In general if no response is received within 5 days after last reply by Televic Conference Support dept. , tickets will be closed , but always be reopened lateron if needed.