



Add A Ticket Manual

Takamul Team

- Add a ticket at the platform level.
- Add a ticket at the service level.

A decorative pattern of hexagons in various shades of green and yellow, some solid and some outlined, arranged in a honeycomb-like structure on the left side of the slide.

Add a ticket at the platform level.

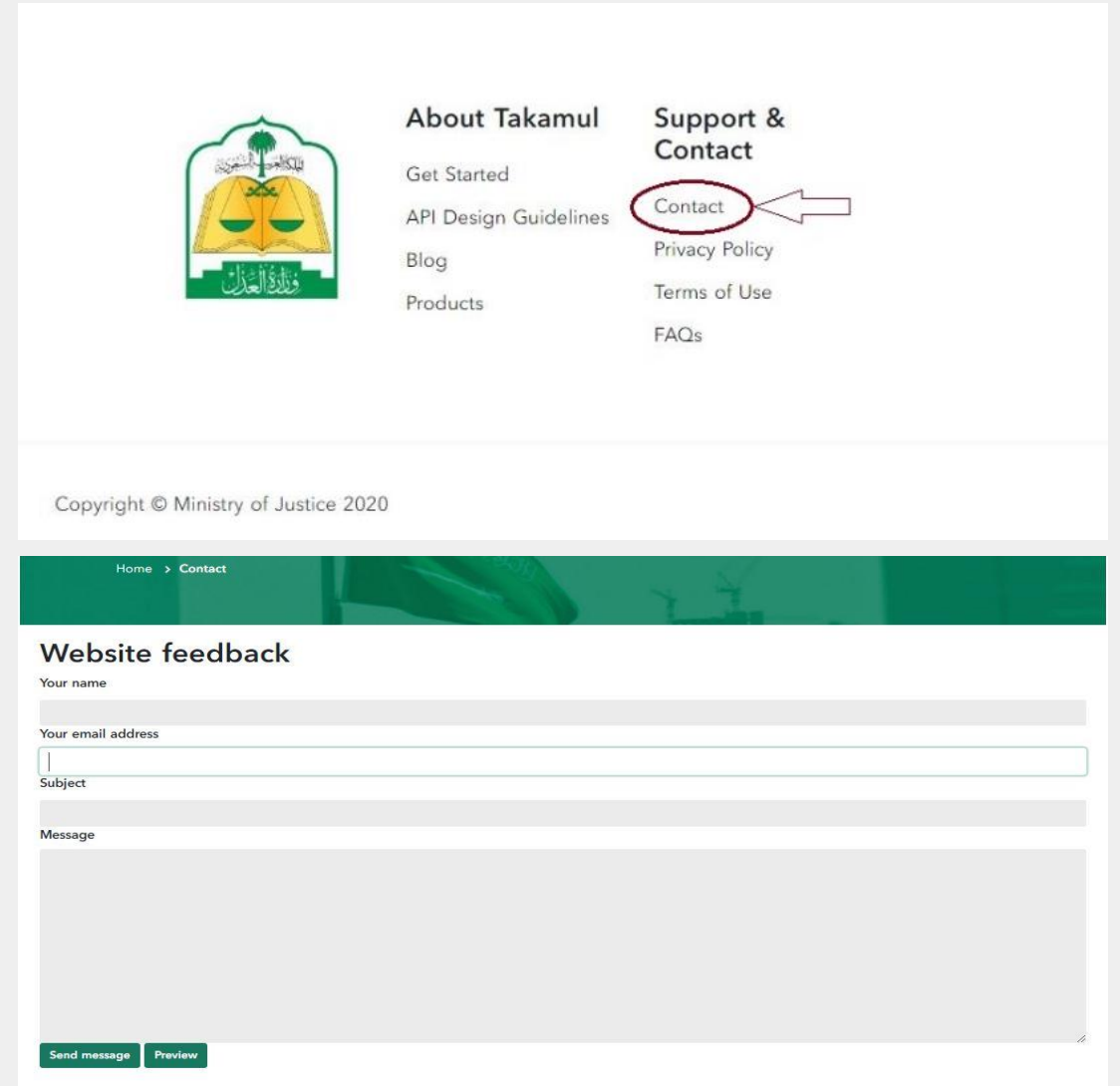
A solid yellow horizontal bar with a slight drop shadow, positioned below the text.

- You can add a ticket at the platform level when you need support, request an inquiry, clarification, or communicate with the Takamul team.
- You can add the ticket whether you have an account on the platform or not.
- When you're logged in before adding a ticket, the ticket will contain your email and name.

Add a ticket at the platform level.

Add a ticket at the platform level.

- You can go to the contact page to add a ticket, by going to the support and contact list at the bottom of the page, and then clicking on contact.
- Fill in the information (name, email, ticket address, ticket details).
- Then submit your ticket by clicking Send Message.
- The platform will direct you to the main page and your ticket number will appear on the page.



The screenshot displays the Takamul website interface. On the left is the Takamul logo, featuring a green and gold emblem with Arabic calligraphy. To its right are two columns of links. The first column, titled 'About Takamul', includes 'Get Started', 'API Design Guidelines', 'Blog', and 'Products'. The second column, titled 'Support & Contact', includes 'Contact' (which is circled in red with a white arrow pointing to it), 'Privacy Policy', 'Terms of Use', and 'FAQs'. Below these links is a copyright notice: 'Copyright © Ministry of Justice 2020'. The main content area has a green header with the breadcrumb 'Home > Contact'. Below this is a 'Website feedback' form with fields for 'Your name', 'Your email address', 'Subject', and 'Message'. At the bottom of the form are two buttons: 'Send message' and 'Preview'.

The background of the slide is a dark green color. On the left side, there is a decorative pattern of hexagons. Some hexagons are solid green, while others are outlined in a lighter green. The hexagons are of various sizes and are arranged in a way that they overlap each other. The text "Add a ticket at the service level." is written in white, sans-serif font on the right side of the slide. Below the text, there is a thick, solid yellow horizontal bar.

Add a ticket at the service level.

- You can add a ticket at the service level when you need support, request an inquiry, or clarification about the service.
- To add a ticket, you must log in with your account on the platform.
- You can follow the status of your tickets on the My Tickets page.

Add a ticket at the service level.

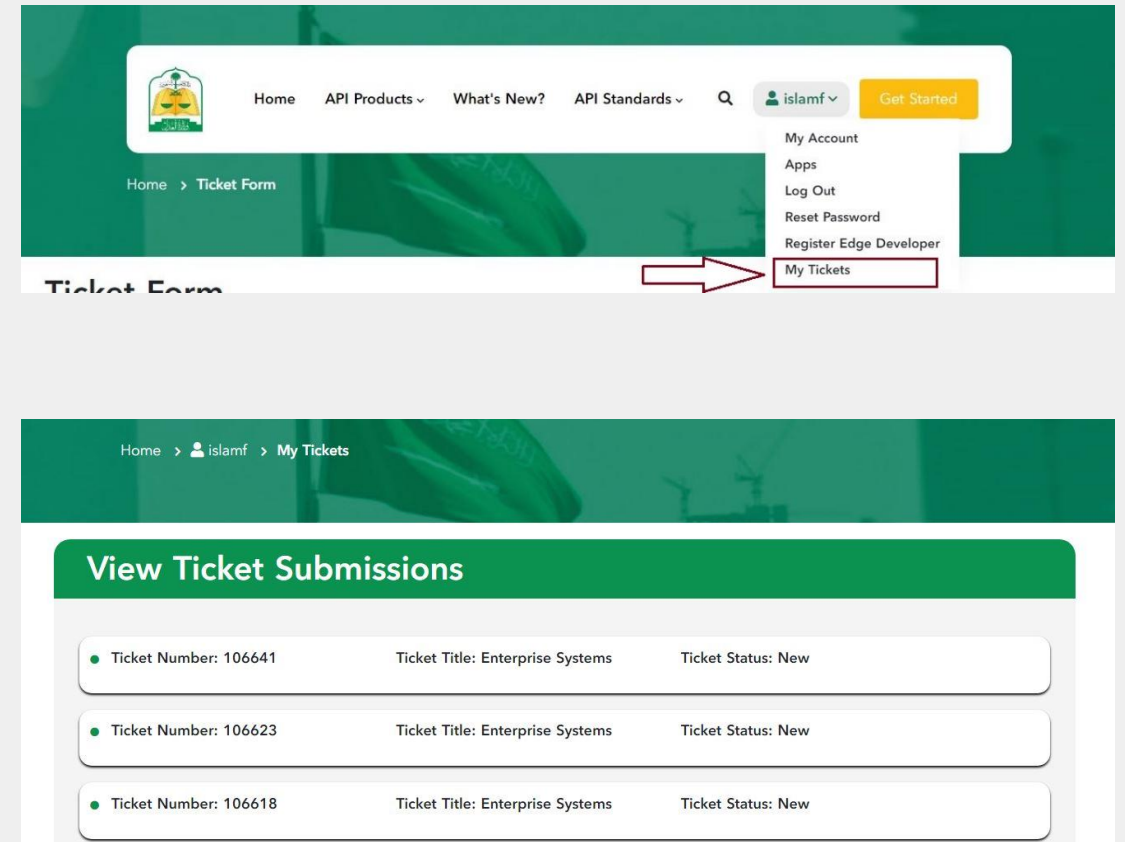
Add a ticket at the service level.

- When you enter the service page, you will find on the right of the page the Ticket button.
- When you click the button, the platform will take you to a page to fill in the ticket information.
- The service name field is filled in automatically.
- Select the ticket type (Inquiry - Problem).
- Describe the problem in Ticket Description.
- You can attach a file to clarify the problem or the inquiry.
- Click on the submit button to submit the ticket.
- The platform will show you the ticket number.
- You will receive an email containing the ticket number and its content.

The image shows two screenshots of a web application. The top screenshot is the 'Lawers - خدمات المحامين' page. It has a breadcrumb trail: Home > API Products > Enterprise Systems > Lawers - خدمات المحامين. On the right side, there is a yellow 'Ticket' button with a red arrow pointing to it. Below the page title, there are tabs for 'Overview' and 'Technical'. The bottom screenshot is the 'Ticket Form' page. It has a breadcrumb trail: Home > Ticket Form. The form includes: 'Product Name: Lawers - خدمات المحامين', 'Ticket Type' dropdown menu with 'Issue' selected, a large text area for 'Ticket Description', an 'Attachment' section with a 'Choose File' button and 'No file chosen' text, and a green 'Submit' button at the bottom.

Add a ticket at the service level.

- You can view your tickets and the status of each ticket by entering the My Ticket page.
- Open User Menu and select My Tickets.
- You can view all your tickets and check the status of each ticket.



Add a ticket at the service level.

- You can view the ticket details by clicking on the ticket row, and its details will appear as in the image below.

View Ticket Submissions

● Ticket Number: 106641

Ticket Title: Enterprise Systems

Ticket Status: New

Ticket Description:

Issue

Service Name: Lawers - خدمات المحامين

Ticket Description: test send user email, create a ticket, and email contains ticket id.

Created Date: 2020-12-15 06:21:26 PM

● Ticket Number: 106623

Ticket Title: Enterprise Systems

Ticket Status: New

شكراً لكم | Thank you