



Training Material: Ticket System Overview

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Key Benefits

- Better reporting by region and ticket type, with full details.
- Full space for data entry, enabling complete documentation of issues.
- Automation: Predefined queries or actions based on ticket type (e.g. financial requests go to the appropriate department).
- Notifications: Alerts via system or email when there's an update on your ticket.

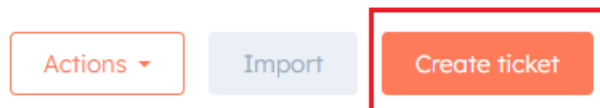
🔍 Navigating the Interface

- 🔍 Use the search bar to filter tickets by store name or responsible person.
- 📁 Categories (pipelines) are available to organize tickets by department.
- 📅 Filter tickets by creation date or priority (e.g., Urgent, Medium).
- 🔍 Advanced filters allow precise targeting, such as by team or specific criteria.



How to Create a Ticket

1. Click on the 'Create Ticket' button.



2. Select the appropriate department (e.g., Partner Care).
3. Choose the ticket type (e.g., Financial Support Request).
4. Enter required information:
 - Store ID
 - Cuisine
 - Contact reason (e.g., Transfer Not Received)
 - Priority (Urgent / High / Medium) – affects SLA response time
 - Region (Eastern, etc.)
 - Optional: Description



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Create Ticket



Ticket name * كتابة اسم المتجر

Pipeline * اختيار القسم المراد رفع التيكت اليه

PC - Finance Support Request

Dependent properties ⓘ

Chef ID: * كتابة الرقم التعريفي بالمتجر

Cuisine * Food Type

Contact Reason * توضيح سبب التواصل

Ticket status * Waiting تترك كما هي

Waiting For Resolution

Priority * يتم اختيار الاولوية حسب المشكلة

Region * موقع المتجر



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Ticket description ➡ كتابة افادة مختصرة بالمشكلة

Google Drive Link

Associate Ticket with

✓ Companies

Associate records * ➡ يتم كتابة اسم المتجر

Search

Association label * ⓘ

Primary

☐ Add timeline activity from this company ⓘ

+ Add more

✓ Contacts

Associate records

Search

Association label

No label

Create Create and add another Cancel

5. Always fill in the store name exactly as listed in the portal panel.

💡 Example Scenario

A store contacts support complaining about a missing payment. The agent:

- Opens a ticket under Financial Support Request
- Enters the merchant's Shopify ID
- Chooses 'Transfer Not Received' as the reason
- Sets priority to Urgent (if applicable)



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- Adds any needed description or links
- Submits the ticket for processing by the Finance department