

# Training Material: Ticket System Overview

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Prepared by: Mohamed Elmenisy

## 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

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**Associate Ticket with**

Companies  يتم كتابة اسم المتجر

**Associate records \***

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