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.

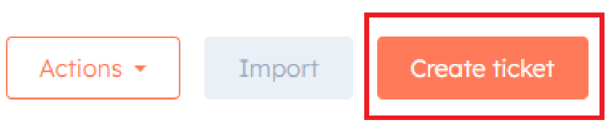
Categories (pipelines) are available to organize tickets by department.

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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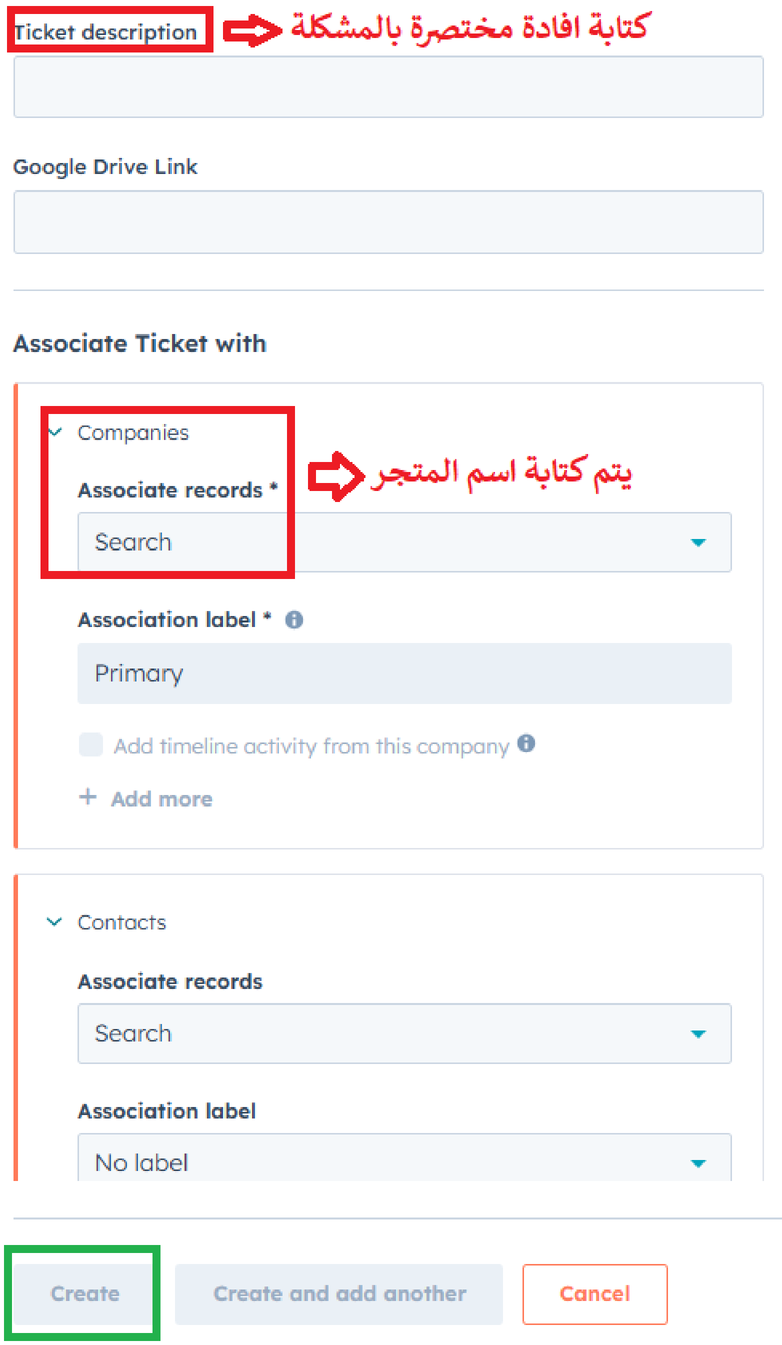

5. Always fill in the store name exactly as listed in the portal panel.

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