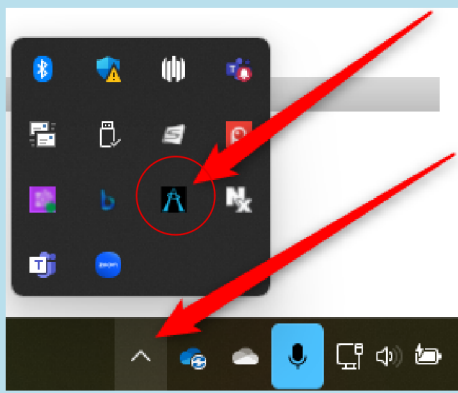


HOW TO SUBMIT A HELPDESK TICKET

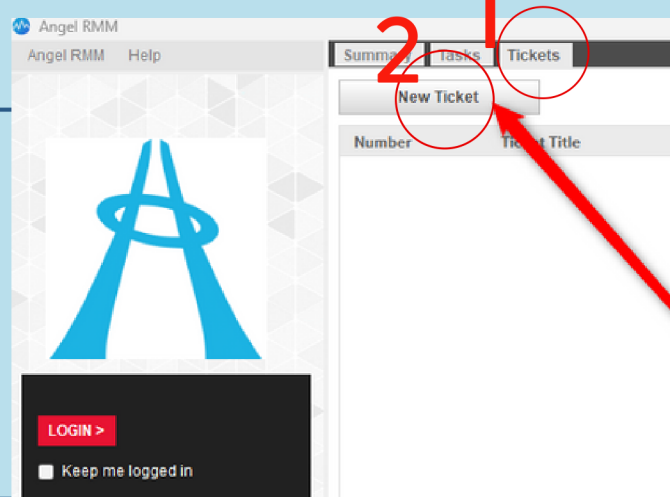


IN ORDER OF
EFFICIENCY



1) OPEN THE SYSTEM TRAY

The simplest way to create a ticket is to open the Systray and click on the "Angel icon" then click "Open".



2) CREATE A NEW TICKET

Once the app has opened, click "Tickets" then "New Ticket".

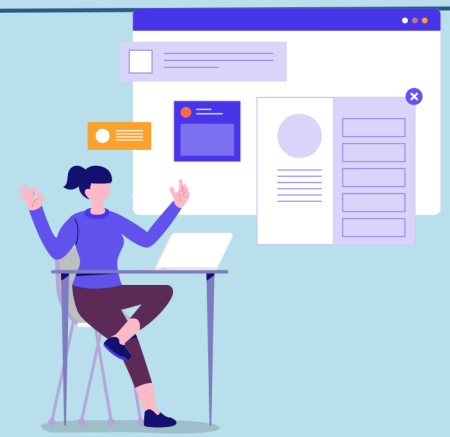


3) SUBMIT YOUR TICKET

Complete all the form fields for the ticket submission - the more information the better - and submit your ticket. We will be in touch.

4) EMAIL A TICKET REQUEST TO TICKETS@ANGELCOM.COM

If your email address is recognized, the ticket will automatically be created with the sender as the Point of Contact. Your subject, body of the email, and attachments will be added to the ticket.



5) OFFICE PHONE CALL

We always try to answer, but if unable, the Auto Attendant will answer and take a message. This message will be transcribed into a ticket. At this point a team member will need to determine who the caller and company are to associate with your ticket making this option less desirable.

6) CALL AN EMPLOYEE DIRECTLY

Calling an employee direct or via cell is the least desired way to make a ticket since only one person is contacted and the tech may be unavailable. It's best to call the main number (not direct) unless specifically requested to by the technician.



FINDING NEW WAYS TO SUPPORT YOUR BUSINESS

AngelCom
IT Services 

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