boberdoo.com
Onboarding & System Setup

The Tickets Tool

Home View

The tickets tool is the primary channel of communication to the boberdoo support teams.

Step 1

Use the Tickets button to enter the tickets tool.

Step 2

Select an existing ticket using the update tool to view comments and status of the matter.
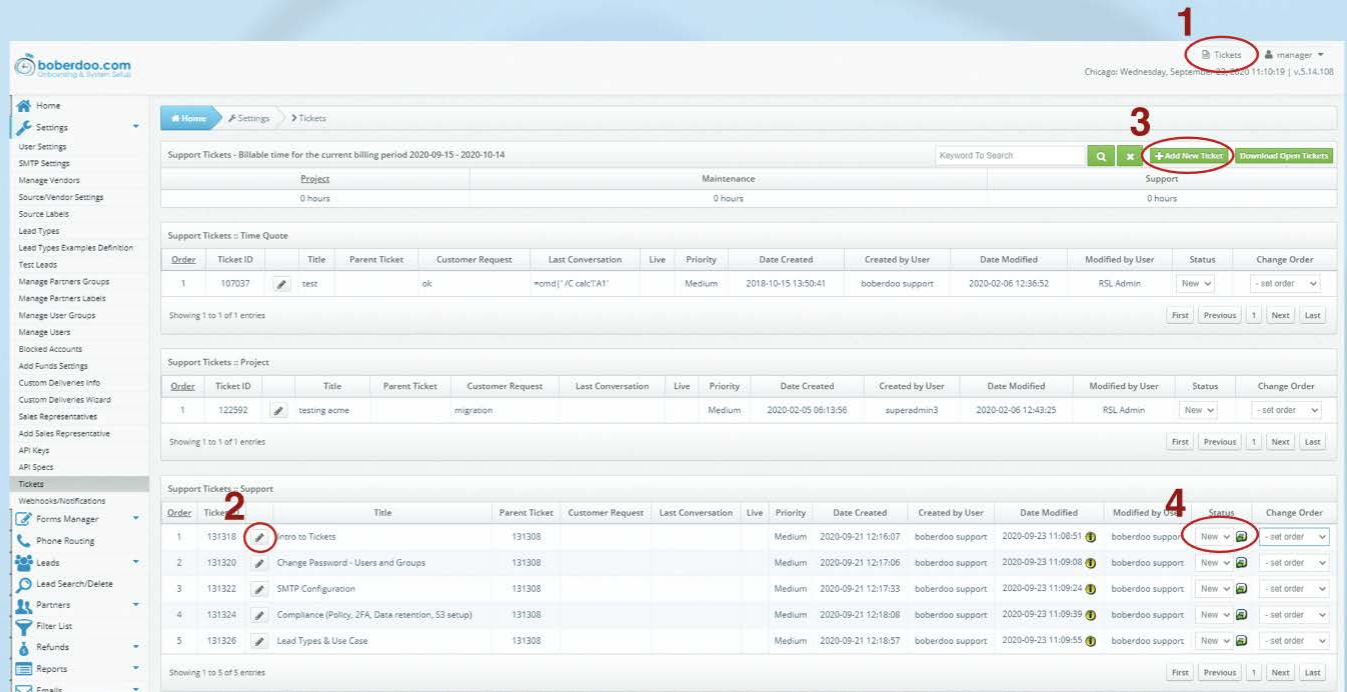
Step 3

Create a new ticket for any topic, question, or performance issue.

Step 4

Change status to closed when a question is answered or issue is resolved.

Tickets are displayed in groups of support tickets (nonbillable) and project tickets (billable). Closed tickets remain retrievable for future reference.

Related Links

Main Page

Video

Support Page

Updating Existing Tickets

Existing tickets can be updated with comments, questions, attachments or links.

Step 1

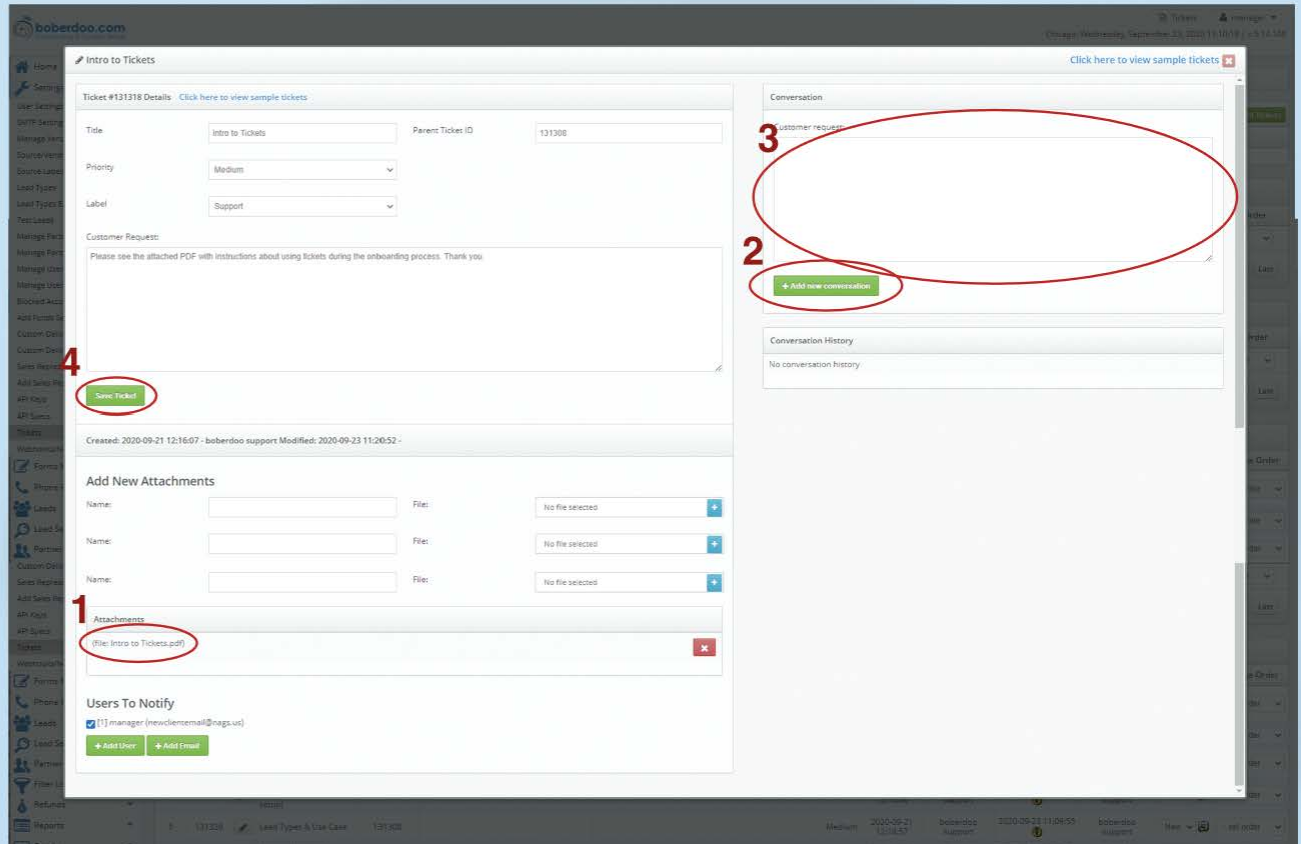Click on the file name to view the attached files.

Step 2

Click Add a New Conversation to send a new message to the boberdoo support team.

Step 3

Add a new conversation by writing a question or comment here.

Step 4

Click Save Ticket to post ticket.

Related Links

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Creating New Tickets

Please take the time to carefully create a ticket that helps the support teams understand your needs.

Step 1

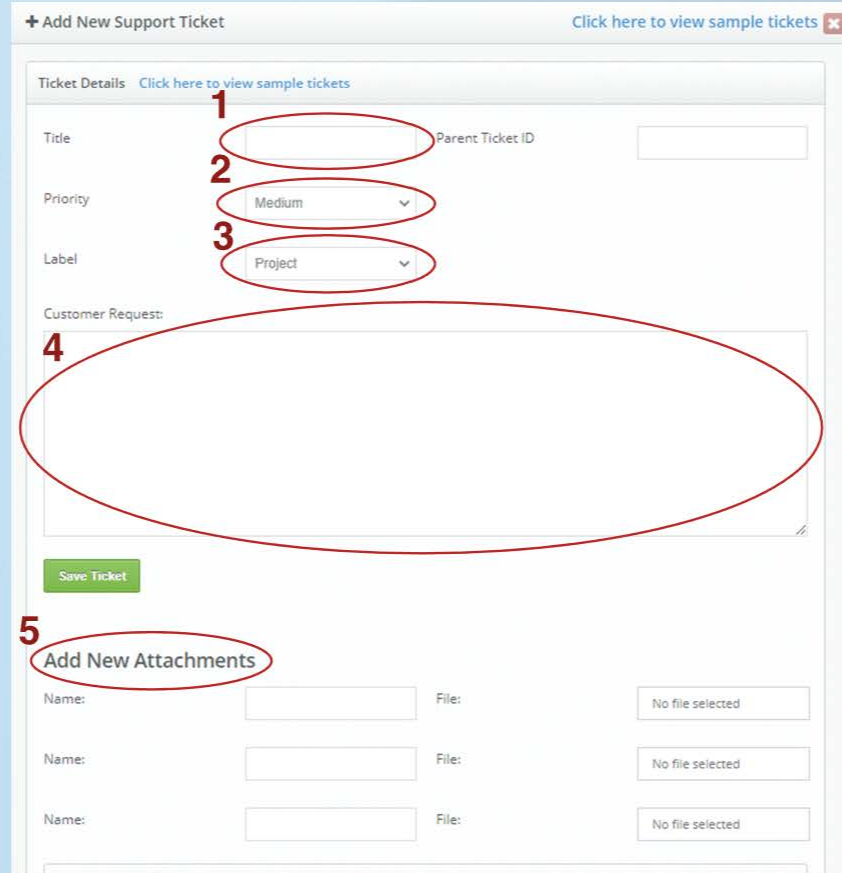TITLE: Please provide a brief and descriptive title for your question or request.

Step 2

PRIORITY: Identify the priority of the matter relative to others. Be advised that emergency tickets should be used judicially. False alarm emergency tickets are billable.

Step 3

LABEL: Designate the nature of your ticket. "Project" is billable custom work. "Support" is troubleshooting errors or malfunctions and generally is not billable.

Step 4

CUSTOMER REQUEST: Please write the details here about your question or request. Give us screenshots, videos or anthing else that helps us understand your question or request.

Step 5

ADD NEW ATTACHMENTS: You can attach a variety of file types to the tickets. We strongly encourage you to provide any attachments that help communicate your needs.

Click SAVE and the matter will be routed to the correct team.

[!] A ticket's "emergency" status should be used with care. Our team supervisors are immediately alerted 24 hours a day. False alarm emergency tickets will be converted to billable time by all who responded to the alerts.

Form (center panel)

+ Add New Support Ticket   Click here to view sample tickets

Ticket Details   Click here to view sample tickets

1 Title   Parent Ticket ID

2 Priority   Medium

3 Label   Project

Customer Request:
4

Save Ticket

5 **Add New Attachments**

Name: File: No file selected

Name: File: No file selected

Name: File: No file selected

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