How to Raise a Ticket?

Step 1: Login with their credentials into our customer portal

Customer portal Login: https://icewireless.co.in/ice

User ID: You Employee ID

Default Password: 123456

Step 2: Click **New Ticket Menu** and fill all the fields as per your ticket type, Press raise Ticket icon

Note: Once Ticket raised, Email and SMS will send to customers and that complaint handling employee,

View Open Tickets

| New Ticket | Opened Tickets | Closed Tickets | Search Tickets | Dashboard | Task List |

Ticket Search

| Ticket No: | | From Date: | | To Date: | | Name: | |
| Customer Id: | | Branch: | All | Asigned Team: | MANAGEMENT | Type of Tickets: | Choose |

Search   Reset
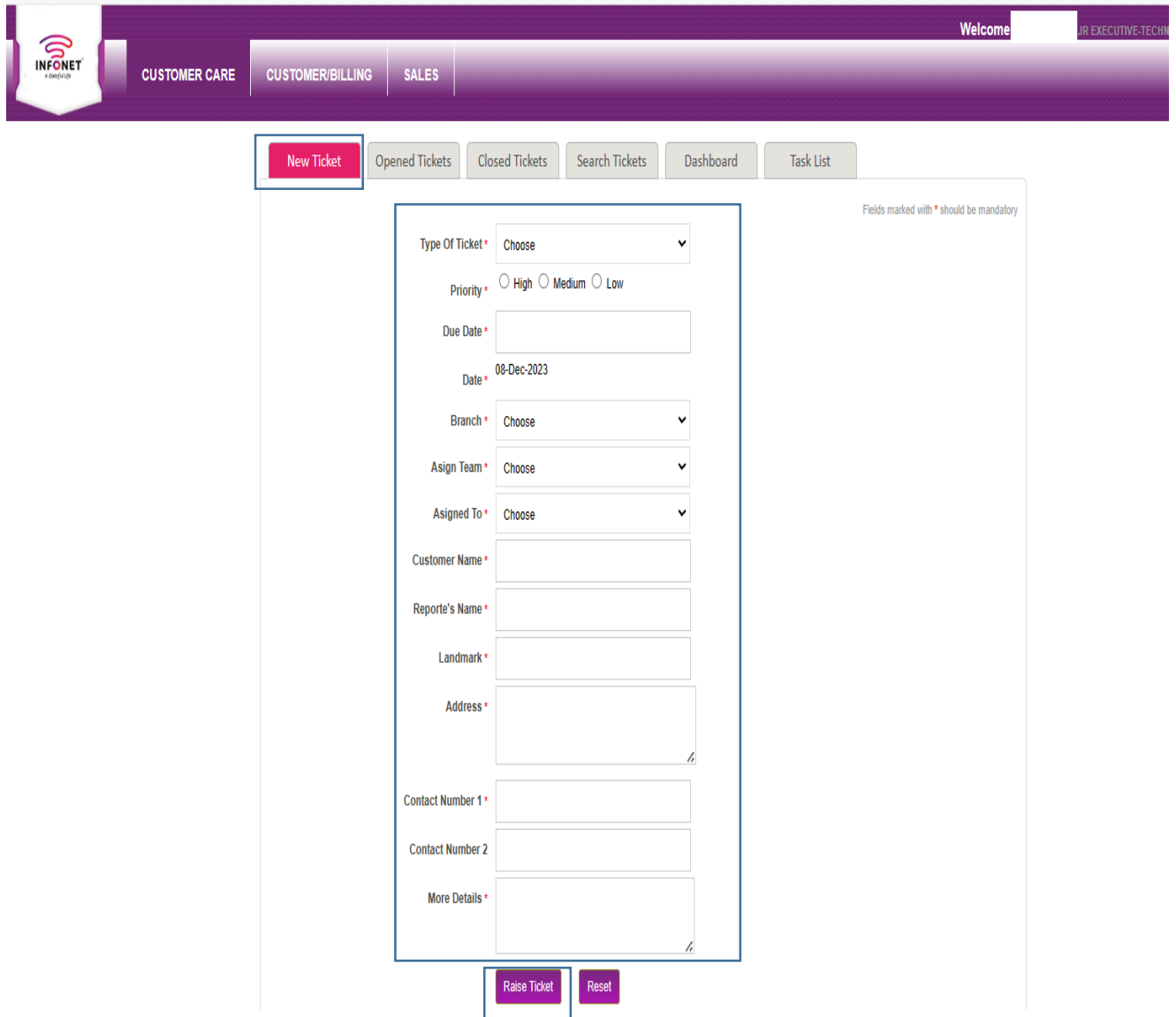
List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD670457		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMEN	RAJAJI.R	Opened	✕	🔄

By click opened Tickets Menu like above screenshot we can see the overall opened tickets list,

Here we can find below details,
1. Ticket ID,
2. Ticket Type,
3. Raised date,
4. due date,
5. assigned team,
6. assigned to employee,
7. status,
8. action and update buttons