

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



UserId / E-Mail

Password

[Forgot Password](#)

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New Ticket
Opened Tickets
Closed Tickets
Search Tickets
Dashboard
Task List

Ticket Search

Ticket No: From Date: To Date: Name:

Customer Id: Branch: Assigned Team: Type of Tickets:

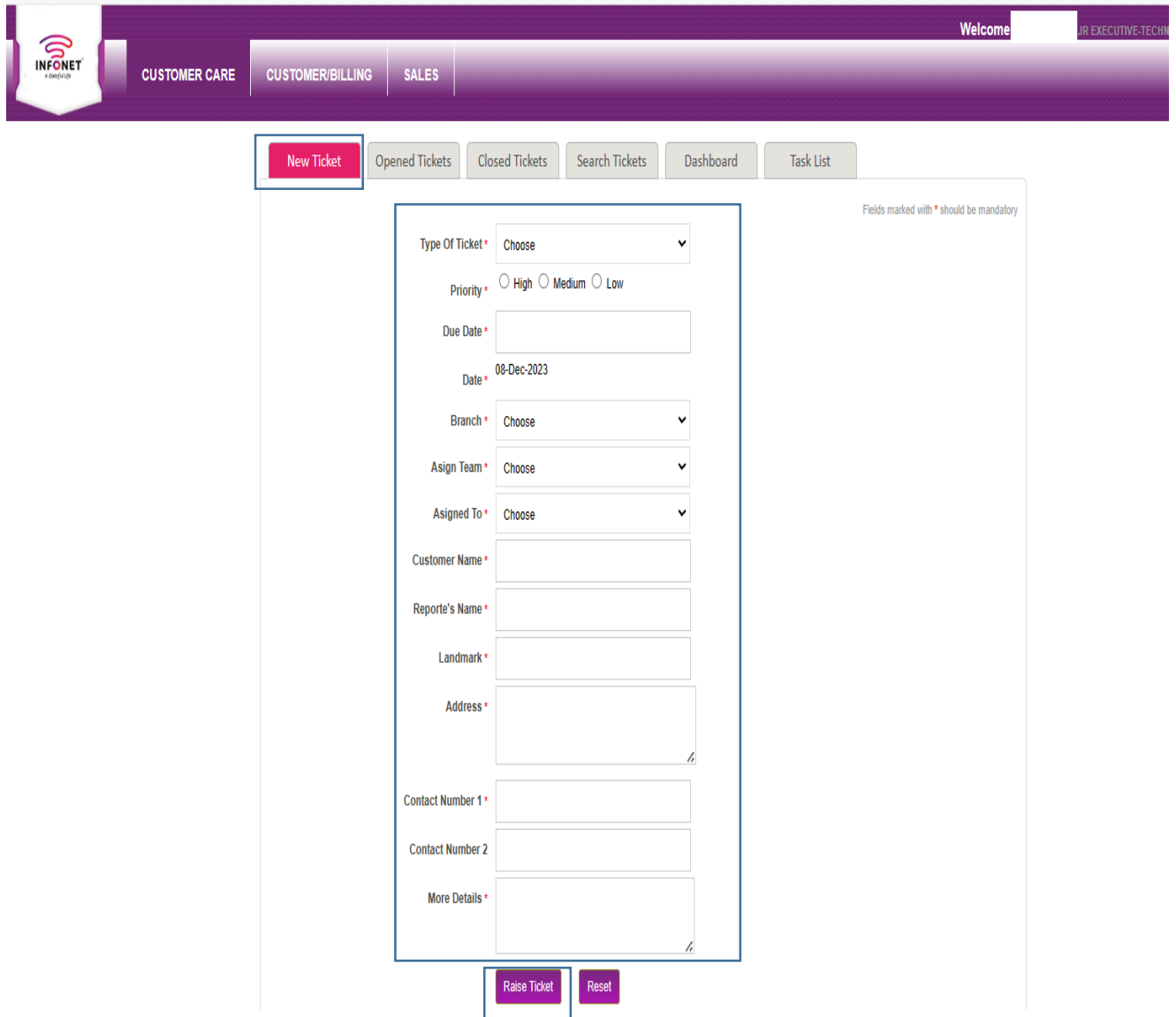
List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
		New Connection €	07-Dec-2023	07-Dec-2023	TECHNICAL	Choose	Opened	<input type="button" value="x"/>	<input type="button" value="refresh"/>

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**,



The screenshot shows the 'New Ticket' form in the INFONET system. The form is located within a navigation bar that includes 'CUSTOMER CARE', 'CUSTOMER/BILLING', and 'SALES'. The 'New Ticket' button is highlighted. The form fields are as follows:

- Type Of Ticket * (Dropdown menu, currently set to 'Choose')
- Priority * (Radio buttons for High, Medium, Low)
- Due Date * (Text input field)
- Date * (Text input field, currently showing '08-Dec-2023')
- Branch * (Dropdown menu, currently set to 'Choose')
- Assign Team * (Dropdown menu, currently set to 'Choose')
- Assigned To * (Dropdown menu, currently set to 'Choose')
- Customer Name * (Text input field)
- Reporte's Name * (Text input field)
- Landmark * (Text input field)
- Address * (Text input field)
- Contact Number 1 * (Text input field)
- Contact Number 2 (Text input field)
- More Details * (Text input field)

At the bottom of the form, there are two buttons: 'Raise Ticket' and 'Reset'. A note at the top right of the form area states: 'Fields marked with * should be mandatory'.

New ticket assigned to you 1 mesaj

From: "InfoNet" <Infoaccounts@infonetcomm.com>
 To: "rajaji r" <rajaji.r@infonetsmart.com> December 8, 2023 11:43 AM

External images are not displayed. [Display Images](#)
 Always display images sent from infonetcomm.com or Infoaccounts@infonetcomm.com

INFONET GROUPS

Dear RAJAJI.R,
 www.icewireless.co.in is a internet(broadband) provider
 Ticket assigned

Regards,
INFONET Groups
 www.icewireless.co.in

Please Note: This is an auto-generated email and please do not reply to this email address. This email comes to you in accordance with our terms and conditions and Should you require any help please email to customer@infonetcomm.com

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: Assigned Team: Type of Tickets:
Search Reset

List Of Opened Ticket Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Dpened		

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