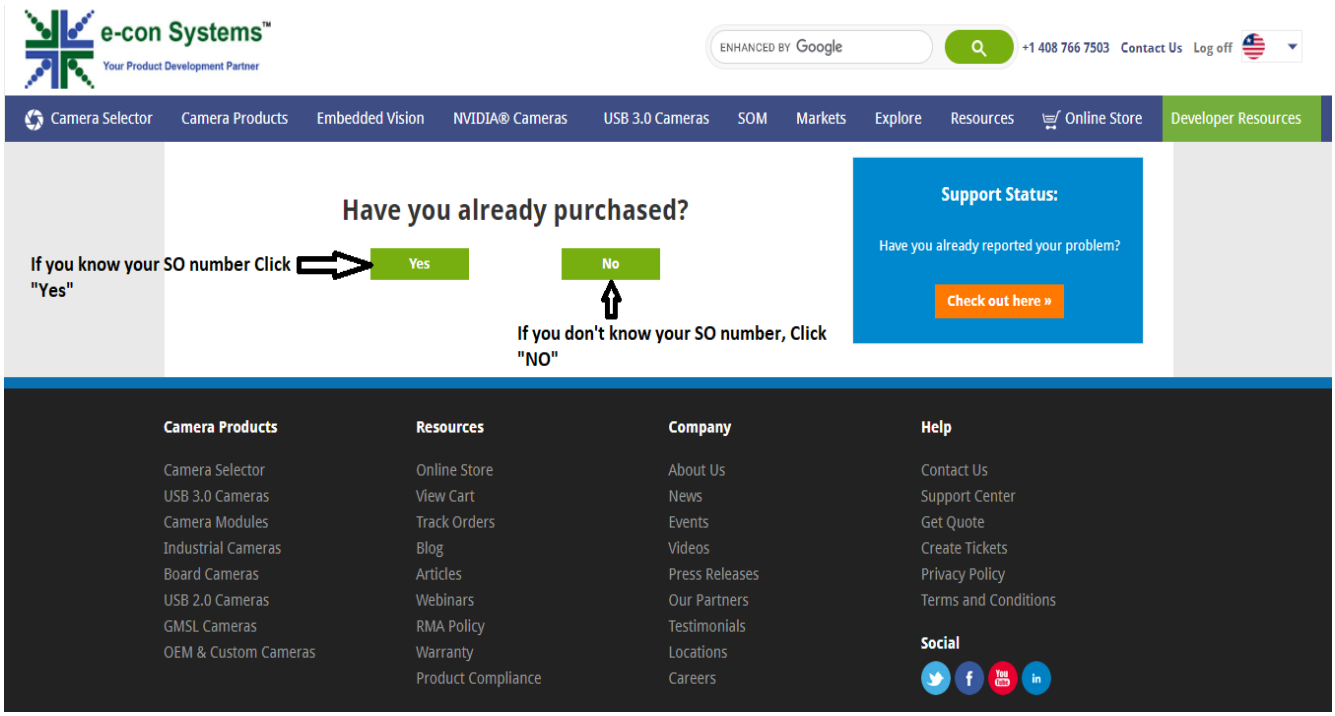
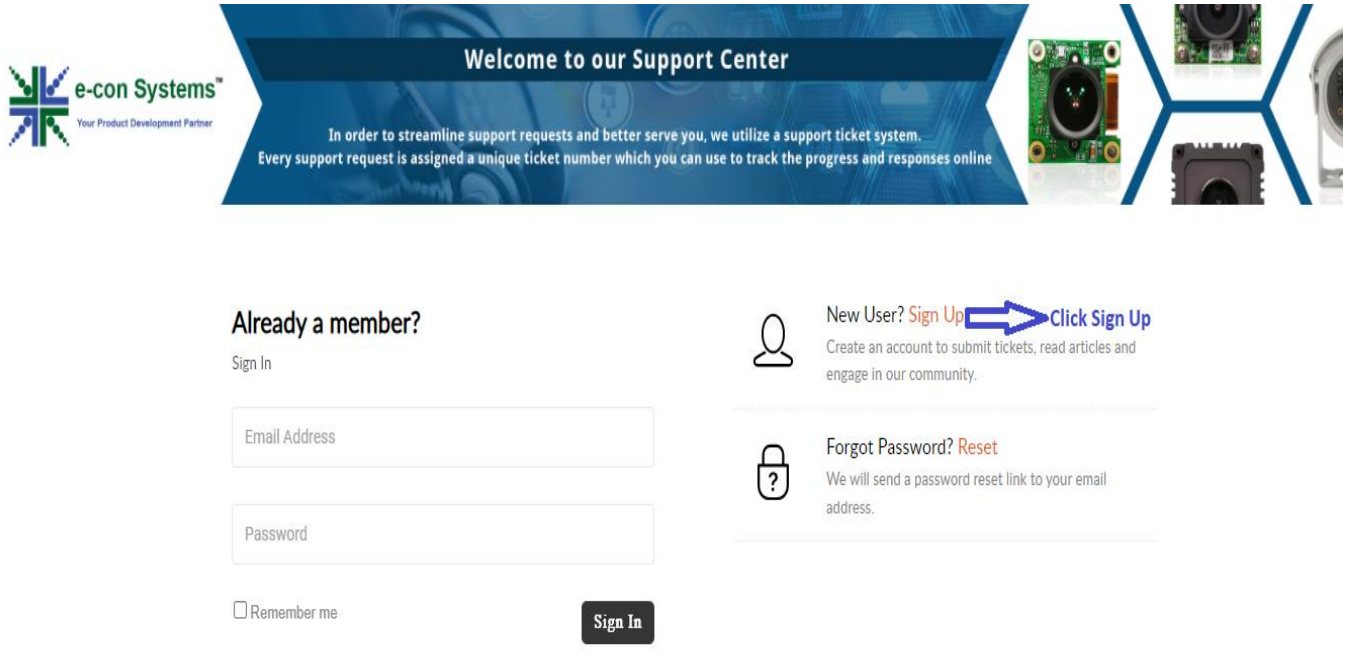
SOP – ZOHO Ticketing Systems

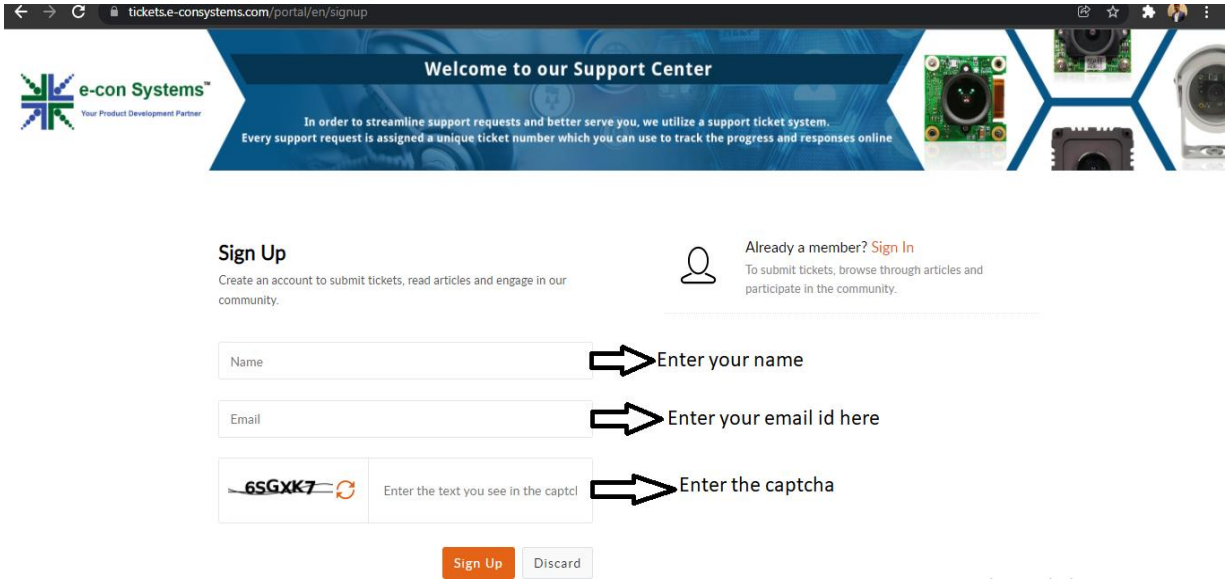
To create a Support ticket, Click "Support Center" at the bottom of the webpage



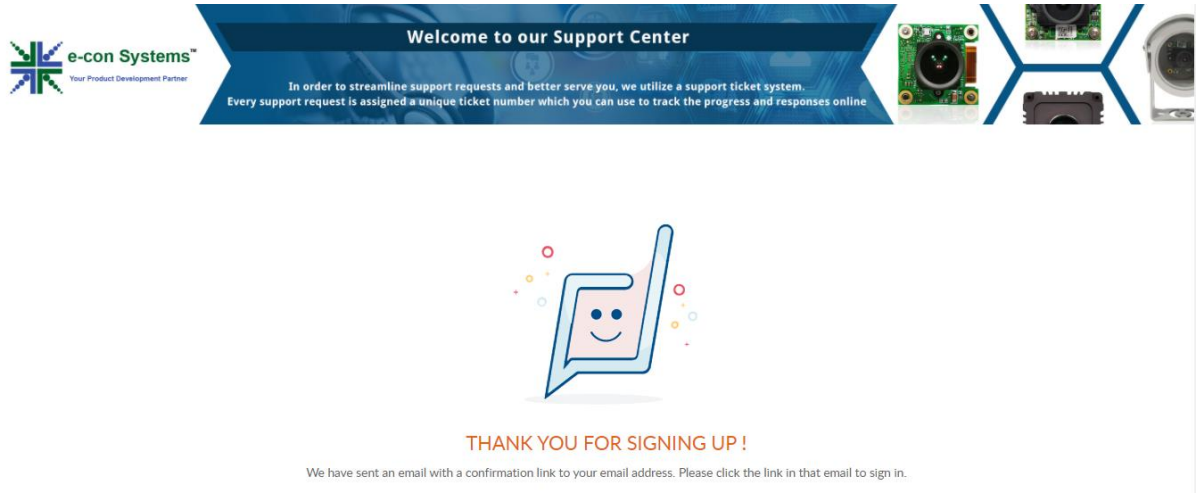
Link to access the support ticket: supporttickets.e-consystems.com

You need to click Sign up and enter your name and email to register.

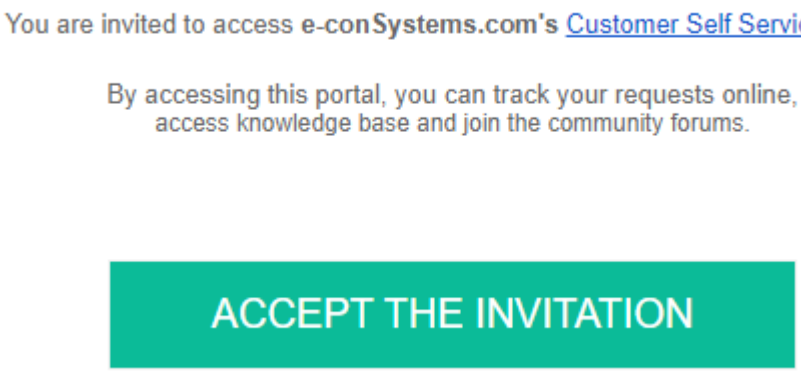




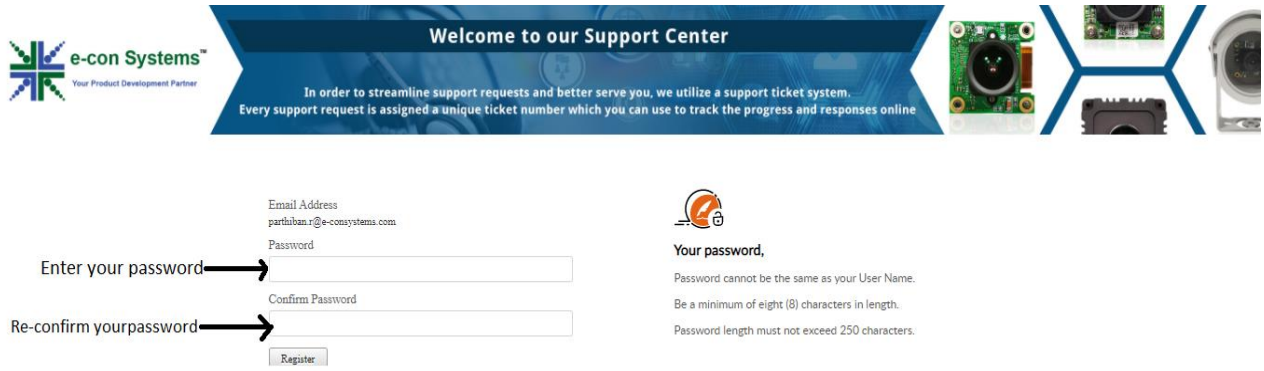
After entering the details, you will receive a confirmation page as below



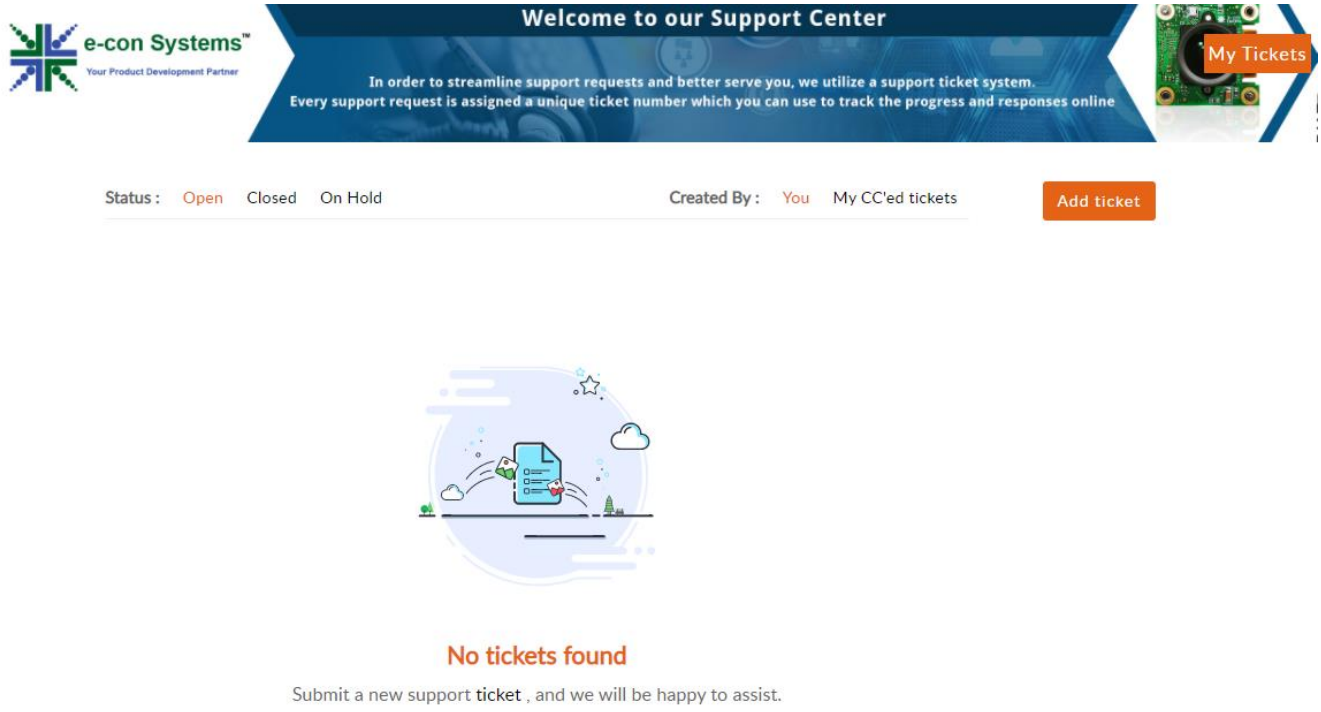
Check your email and you will receive an Invitation



Click ‘Accept the Invitation’ button and you will be redirected the below page

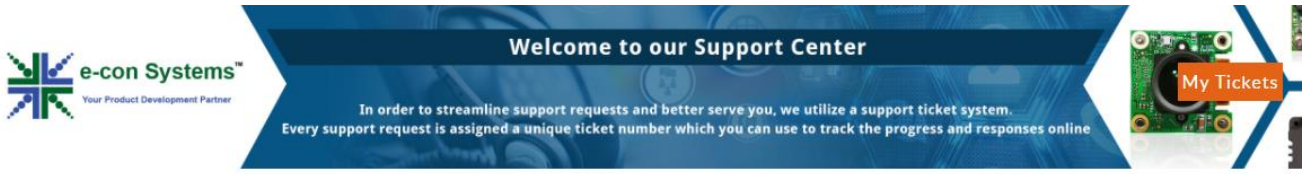


After setting a new password click ‘Register’ your profile will be created



To create a new ticket. Click Add Ticket button

Fill out the form and click Submit at the bottom of the page



Submit a ticket

Ticket Information

Sales Order Number*

Product Category

Select

Products

Select

Additional Information

Priority

-None-

Classifications

-None-

Attach a file (Up to 20 MB)

Submit Discard