Using support.cloud68.co

We offer technical support to our Subscribers based on the packages they have.

Starter packages: standard support

Medium+ packages: priority support

Who has access to your support system?

If you are a subscriber of ours you can access our support system by requesting a username and a password at support (a) cloud68.co.

If you have a username and a password

In this case visit support.cloud68.co and get access with your credentials.

When do you offer support?

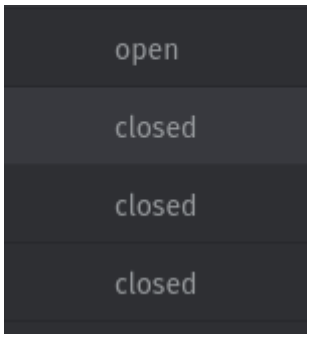
Our support team is active from Monday to Friday from 9.00 - 17.00 CEST.

Filtering tickets in Zammad.

Tickets in Zammad can be in different states, Open, Closed, Pending Reminder, Pending Closed. When the number of tickets increases, it gets a little messy, but there is a solution to this. On the top bar in Zammad there are a few buttons that can help.

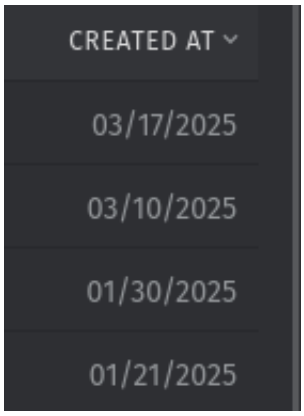
By Clicking the State button, it arranges the tickets according to their status.

Example:



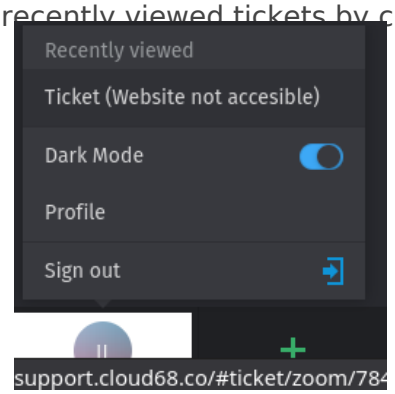
You can also use the Created at button to arrange the tickets according to their creation time:

Example:



You can also check the recently viewed tickets by clicking on your profile in the bottom left corner.

Example:



Revision #5

Created 2021-07-15 07:40:53 CET by Redon Skikuli

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