

# Support Tickets

- [How do I Close ticket through the cloudpanzer website?](#)
- [How do I put in a support ticket through the cloudpanzer website?](#)
- [How do I Re-opened ticket through the cloudpanzer website?](#)

# How do I Close ticket through the cloudpanzer website?

You can ensure that tickets are closed in a professional and efficient manner, helping to maintain a positive relationship with your customers and ensure that all issues are properly addressed and resolved.

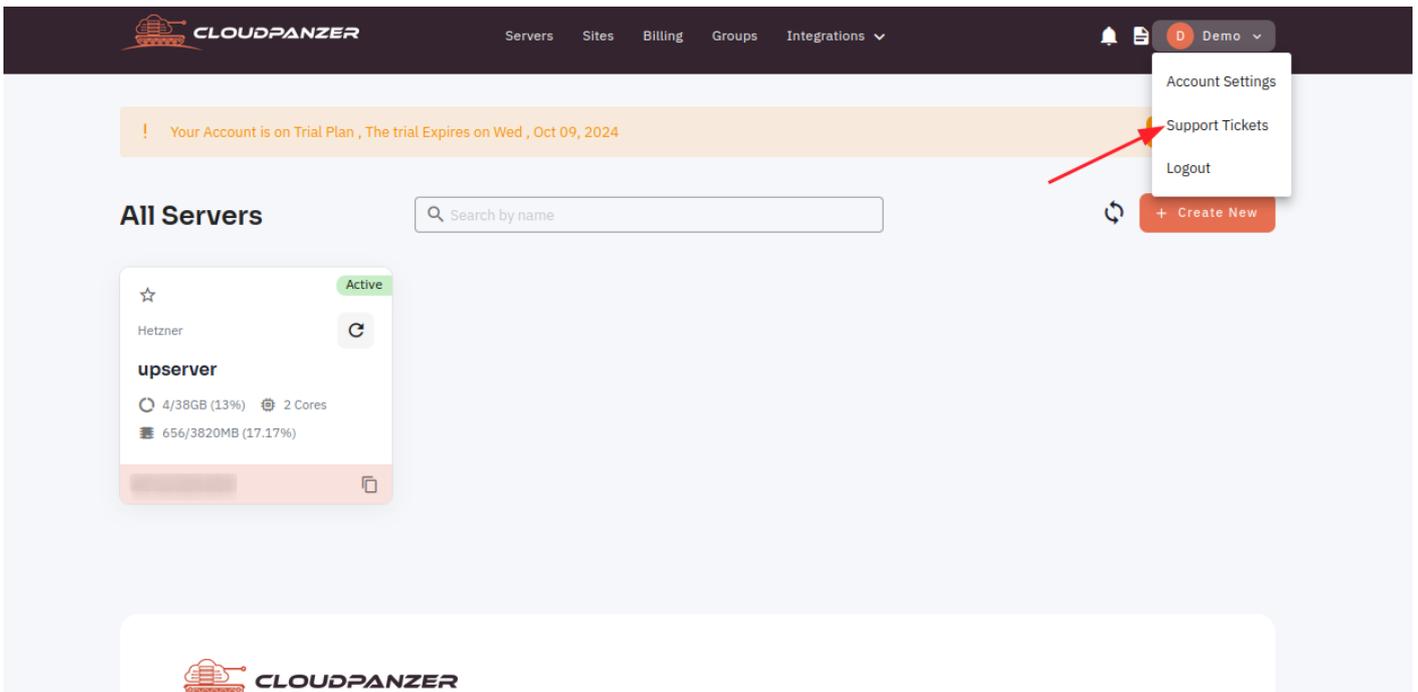
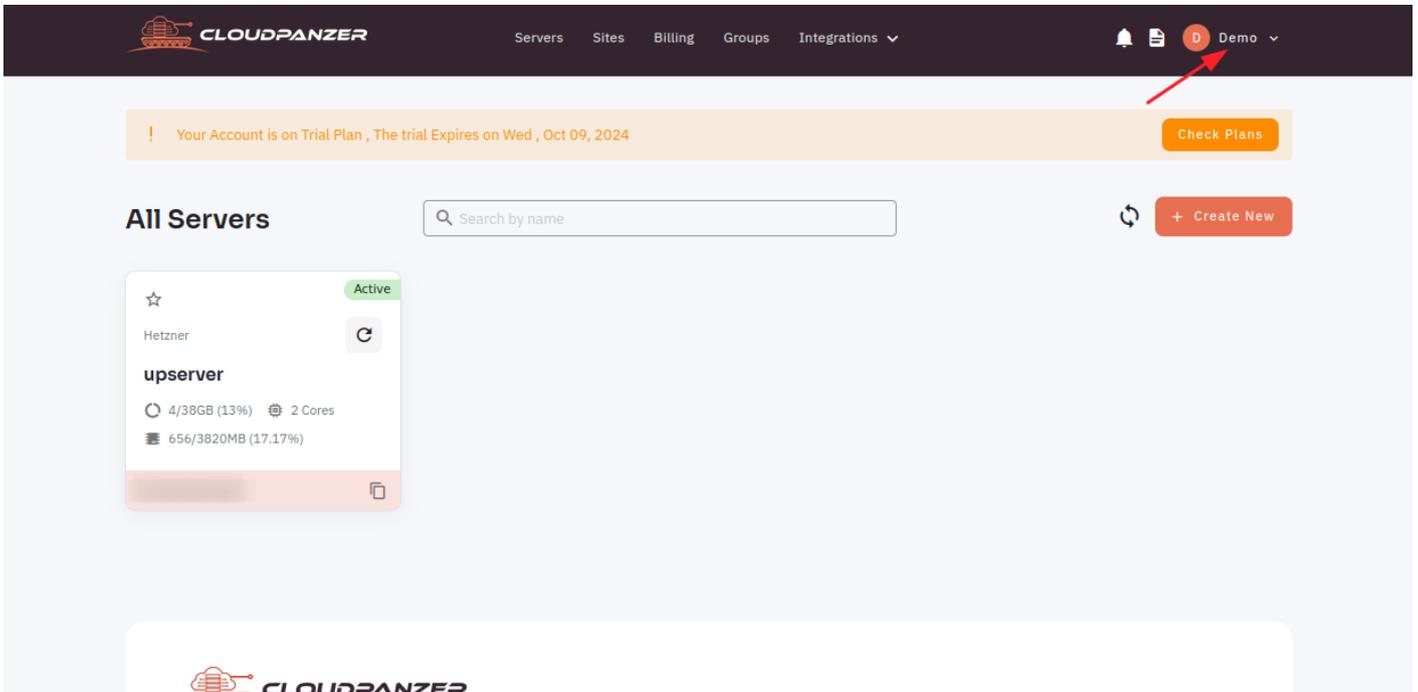
## **Tutorial :**

**You can watch the Video or Continue reading the post.**

<https://www.youtube.com/embed/qoPrYWAs1rY>

Follow the steps below to close a ticket.

1: Once you are logged in, look for a "Support Ticket" option in the menu. This is located in a drop-down menu under your username, or it may be a separate tab in the main menu.



2: Click on the Close icon.

← **Support Tickets** demo2 demo2@testaccount.live Create Ticket

10 All Tickets   9 Open Tickets   1 Closed Tickets   0 Re-Opened Tickets   0 Waiting Tickets   0 In-Review Tickets

Search by sub

**CPZ#739258** High Priority 12/20/2022 - 12:44 pm Open

**demo ticket**

**Plan** No Plan Subscribe   **Priority** NORMAL   **Reason** General query Close

**CPZ#961018** High Priority 12/17/2022 - 10:57 am Open

**ticket test**

**Plan** No Plan Subscribe   **Priority** NORMAL   **Reason** General querv Close

4: Click on the yes button.

0 All Tickets   9 Open Tickets   1 Closed Tickets   0 Re-Opened Tickets   0 Waiting Tickets   0 In-Review Tickets

Search by sub

Filter by status: Open

**CPZ#739258** High Priority 12/20/2022 - 12:44 pm

**demo ticket**

**Plan** No Plan Subscribe   **Priority** NORMAL   **Reason** General query

**Close Ticket**

Are you sure you want to close this ticket.

Here, you can see the ticket was Deleted Successfully.

## ← Support Tickets



Create Ticket

demo2

demo2@testaccount.live

10

All Tickets

9

Open Tickets

1

Closed Tickets

0

Re-Opened Tickets

0

Waiting Tickets

0

In-Review Tickets

Search by sub

Search

CPZ#739258 High Priority 12/20/2022 - 12:44 pm

Open

demo ticket



Plan  
No Plan Subscribe



Priority  
NORMAL



Reason  
General query

Close

CPZ#961018 High Priority 12/17/2022 - 10:57 am

Open

ticket test



Plan  
No Plan Subscribe



Priority  
NORMAL



Reason  
General query

Close

Looking for Mobile App Instructions?

Available at <https://kb.cloudpanzer.com/books/mobile-app/page/how-do-close-ticket>

# How do I put in a support ticket through the cloudpanzer website?

If you are experiencing an issue with your CloudPanzer account or have a question about our services, you can submit a support ticket through our website.

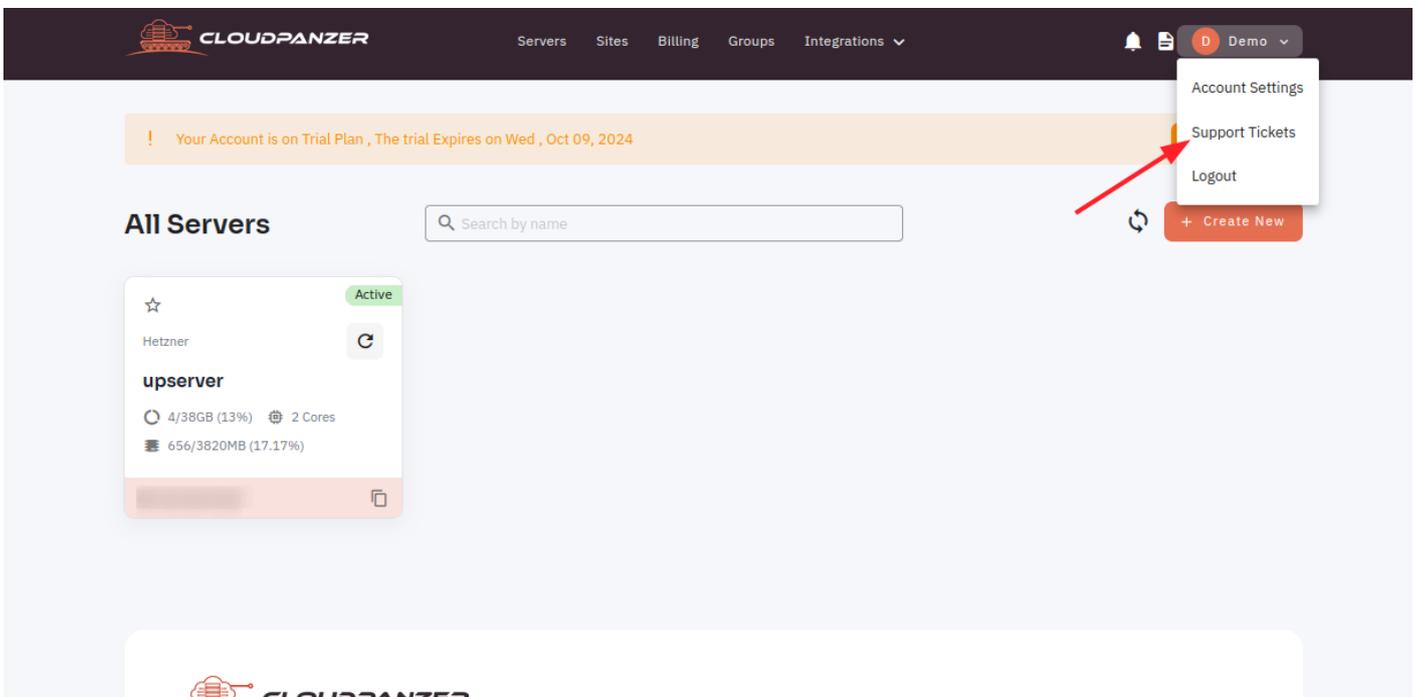
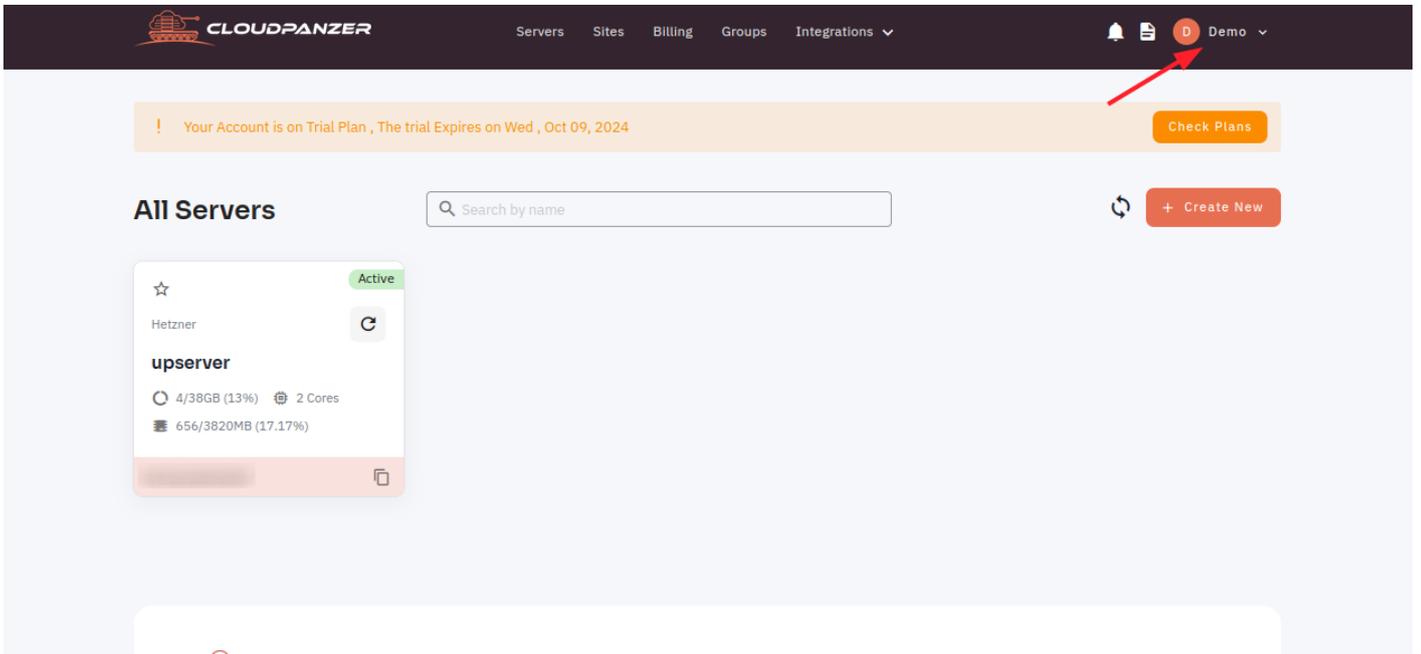
## **Tutorial :**

**You can watch the Video or Continue reading the post.**

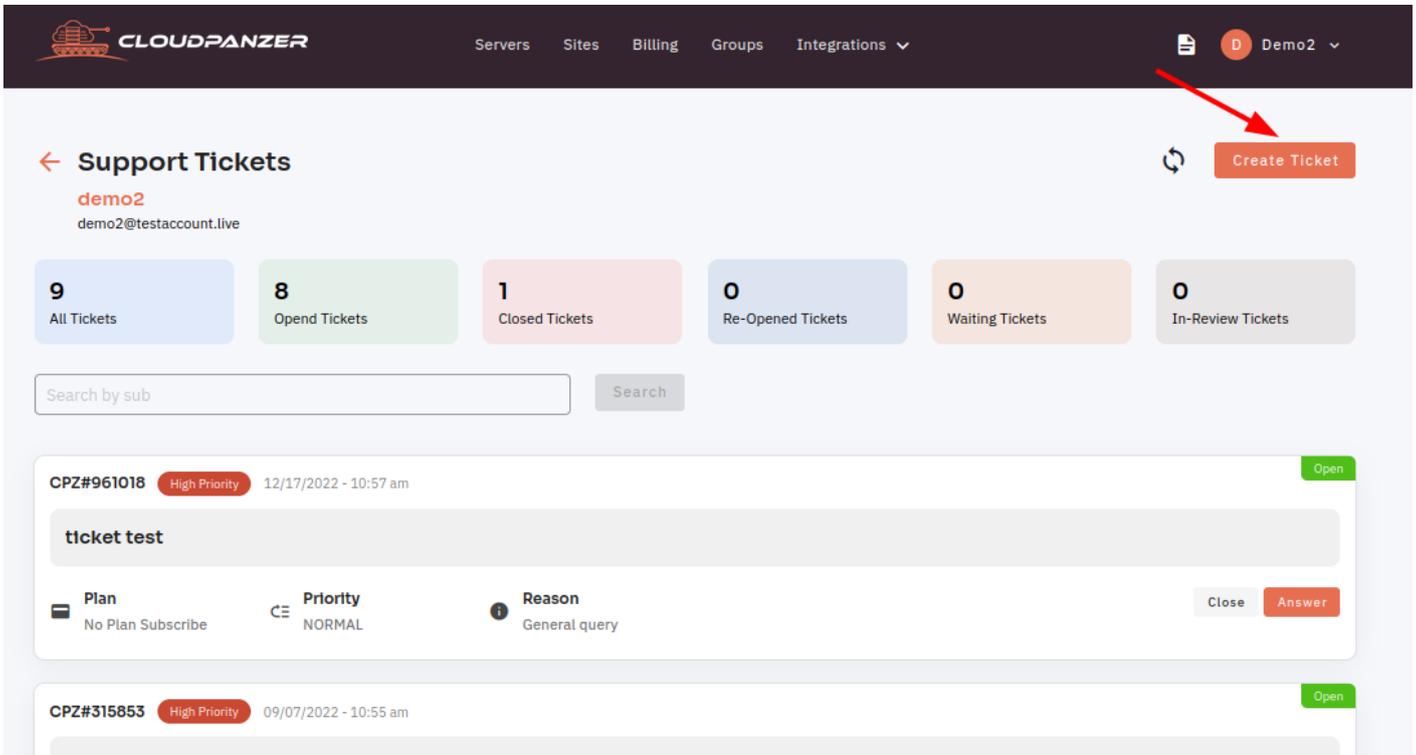
<https://www.youtube.com/embed/fAqdEhsUqI0>

Follow the steps below to create a ticket.

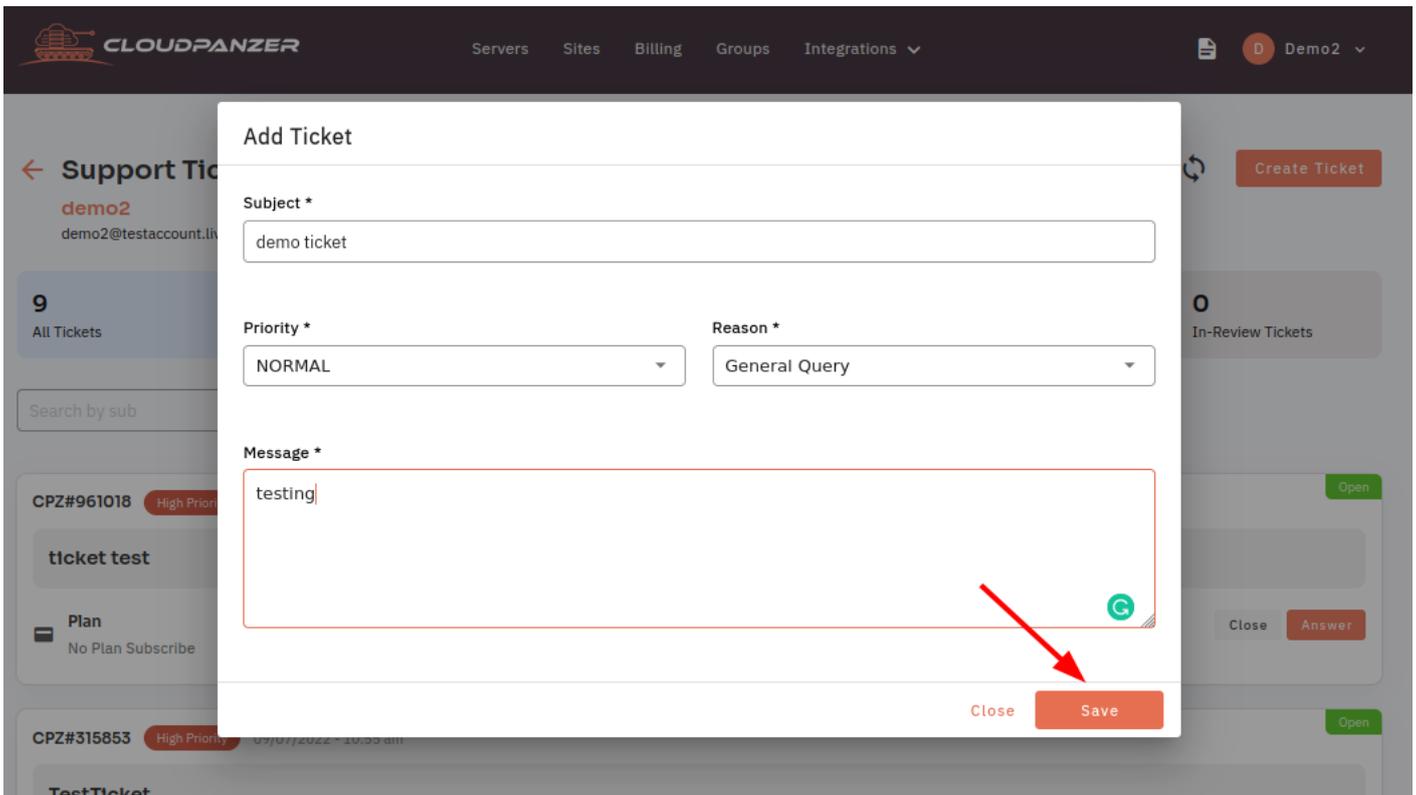
1: Once you are logged in, look for a "Support Ticket" option in the menu. This is located in a drop-down menu under your username, or it may be a separate tab in the main menu.



2: Click on the Create Ticket button.



4: Fill out the form with the subject and message, of the issue or question you are experiencing. Select the appropriate category for your ticket from the dropdown menu. Click "Save" to send your ticket to our support team.



Here, you can see ticket was created Successfully.

## ← Support Tickets

 [Create Ticket](#)

demo2  
demo2@testaccount.live

|                   |                    |                     |                        |                      |                        |
|-------------------|--------------------|---------------------|------------------------|----------------------|------------------------|
| 10<br>All Tickets | 9<br>Opend Tickets | 1<br>Closed Tickets | 0<br>Re-Opened Tickets | 0<br>Waiting Tickets | 0<br>In-Review Tickets |
|-------------------|--------------------|---------------------|------------------------|----------------------|------------------------|

- CPZ#739258** High Priority 12/20/2022 - 12:44 pm Open  
**demo ticket**  

|                                  |                           |                                |  |
|----------------------------------|---------------------------|--------------------------------|--|
| <b>Plan</b><br>No Plan Subscribe | <b>Priority</b><br>NORMAL | <b>Reason</b><br>General query | <input type="button" value="Close"/> <input type="button" value="Answer"/> |
|----------------------------------|---------------------------|--------------------------------|--|
- CPZ#961018** High Priority 12/17/2022 - 10:57 am Open  
**ticket test**

Looking for mobile App Instructions?

Available at <https://kb.cloudpanzer.com/books/mobile-app/page/how-do-i-put-in-a-support-ticket>



# How do I Re-opened ticket through the cloudpanzer website?

It is not uncommon for a customer to reach out to a support team after a ticket has been marked as resolved, requesting further assistance or clarification on the issue. In these cases, it may be necessary to revisit the ticket and reassess the resolution that was provided.

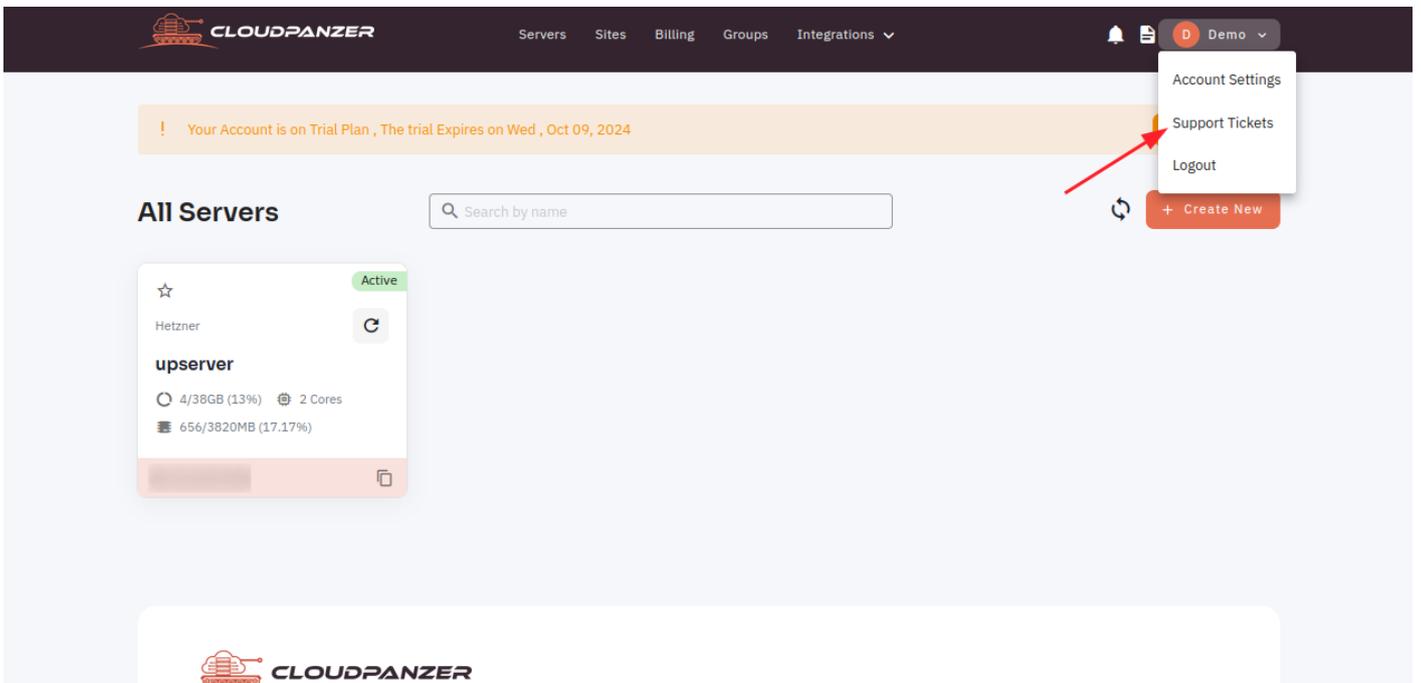
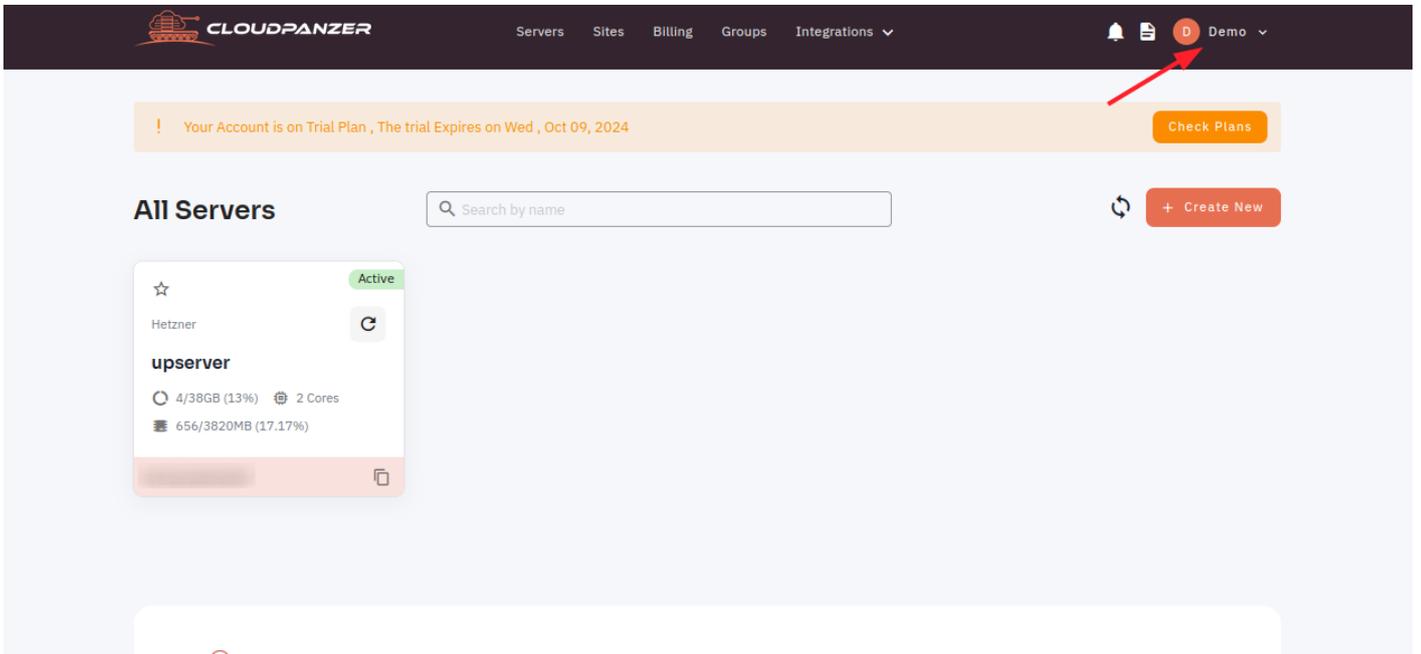
## **Tutorial :**

**You can watch the Video or Continue reading the post.**

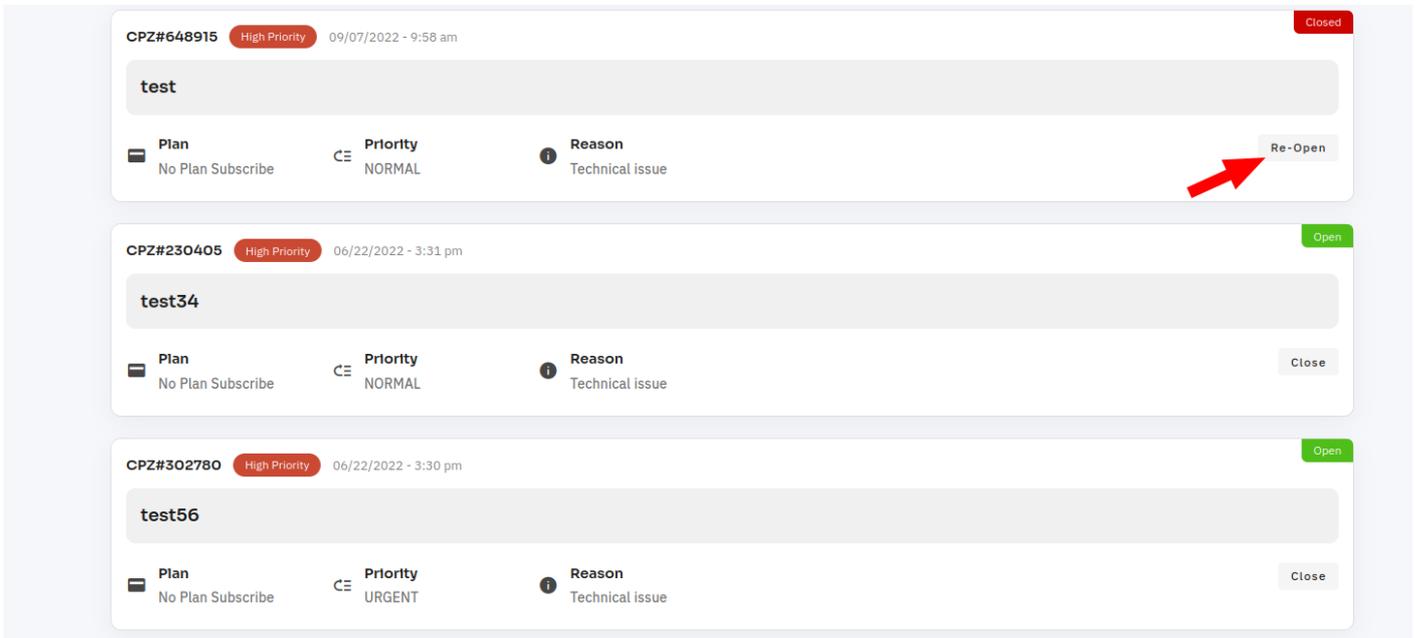
<https://www.youtube.com/embed/EBX73vetYh4>

Follow the steps below to Re-open a ticket.

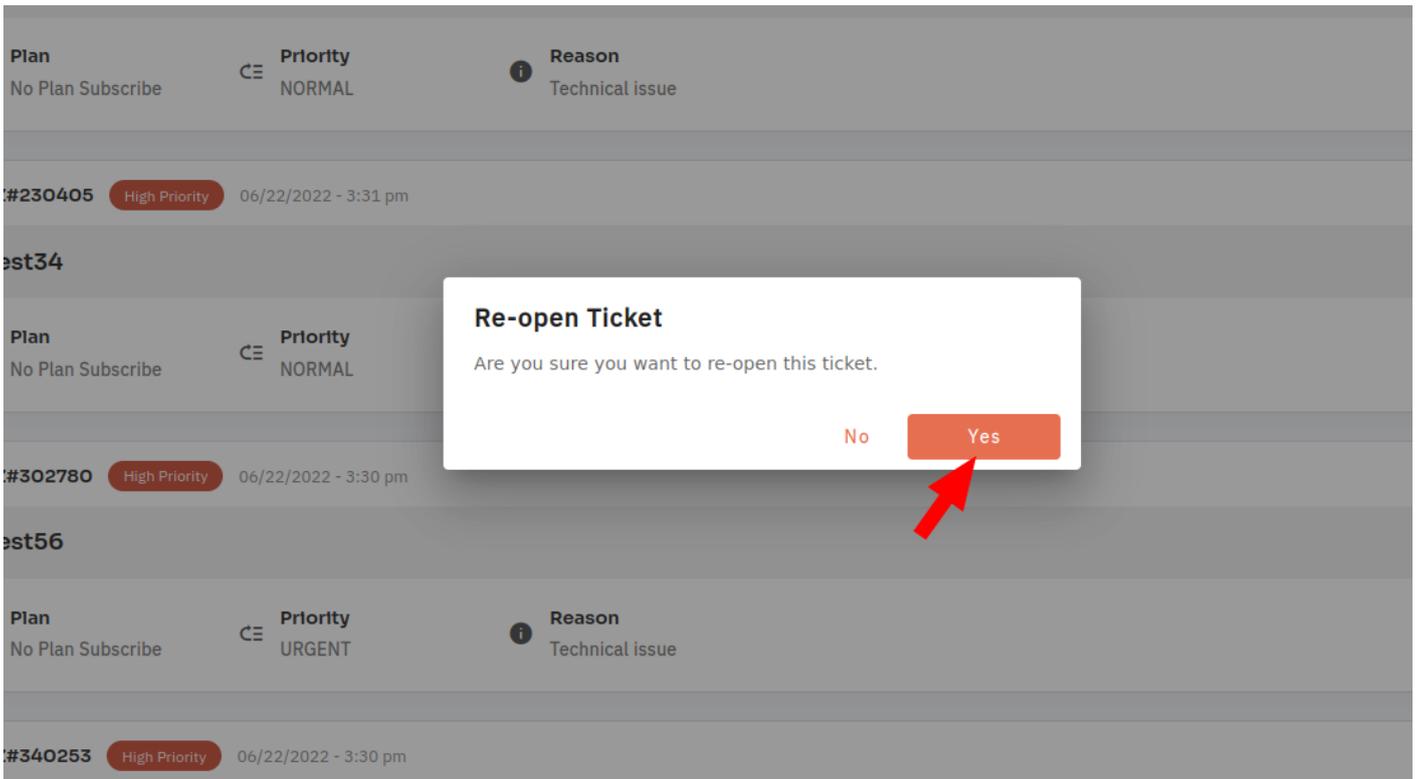
1: Once you are logged in, look for a "Support Ticket" option in the menu. This is located in a drop-down menu under your username, or it may be a separate tab in the main menu.



2: Click on the Re-opened icon.



4: Click on the yes button.



Here, you can see the ticket was re-opened successfully.

## ← Support Tickets



Create Ticket

demo2  
demo2@testaccount.live

10

All Tickets

9

Open Tickets

1

Closed Tickets

0

Re-Opened Tickets

0

Waiting Tickets

0

In-Review Tickets

Search by sub

Search

CPZ#739258 High Priority 12/20/2022 - 12:44 pm Open

demo ticket



Plan  
No Plan Subscribe



Priority  
NORMAL



Reason  
General query

Close

CPZ#961018 High Priority 12/17/2022 - 10:57 am Open

ticket test



Plan  
No Plan Subscribe



Priority  
NORMAL



Reason  
General query

Close

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