

# 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.

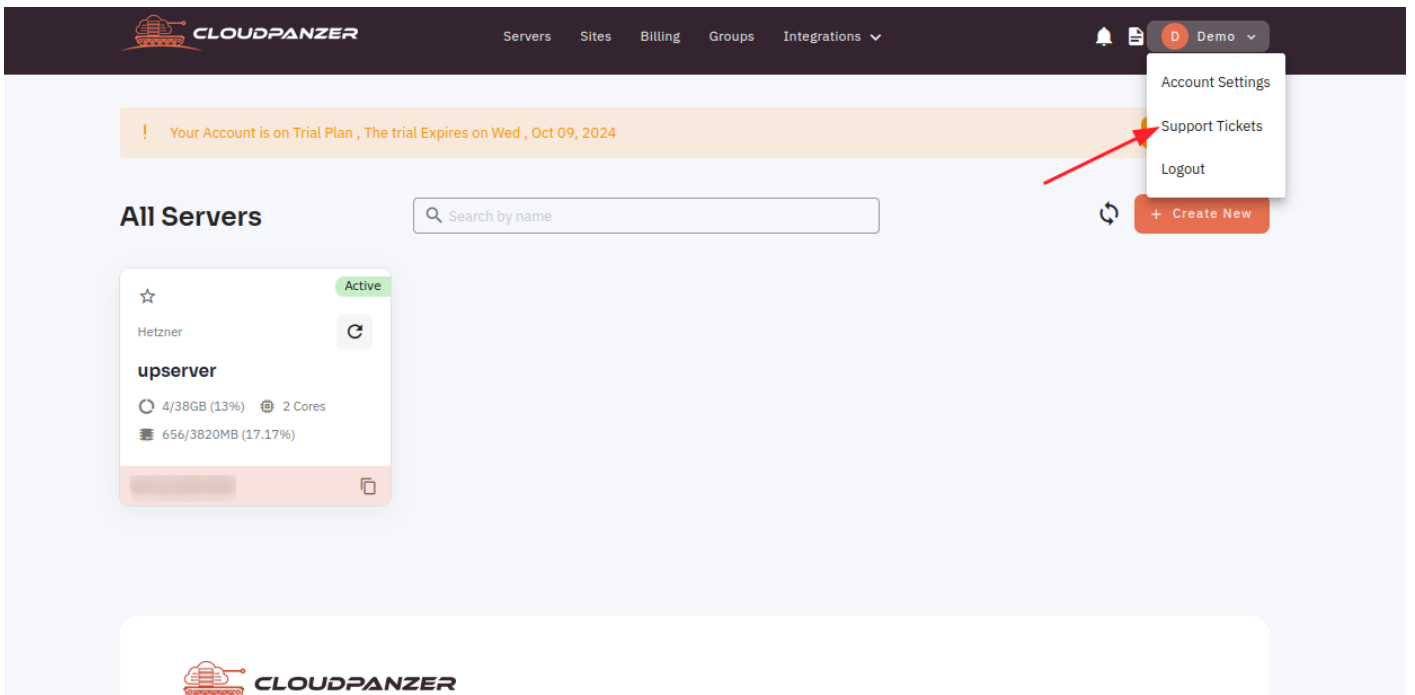
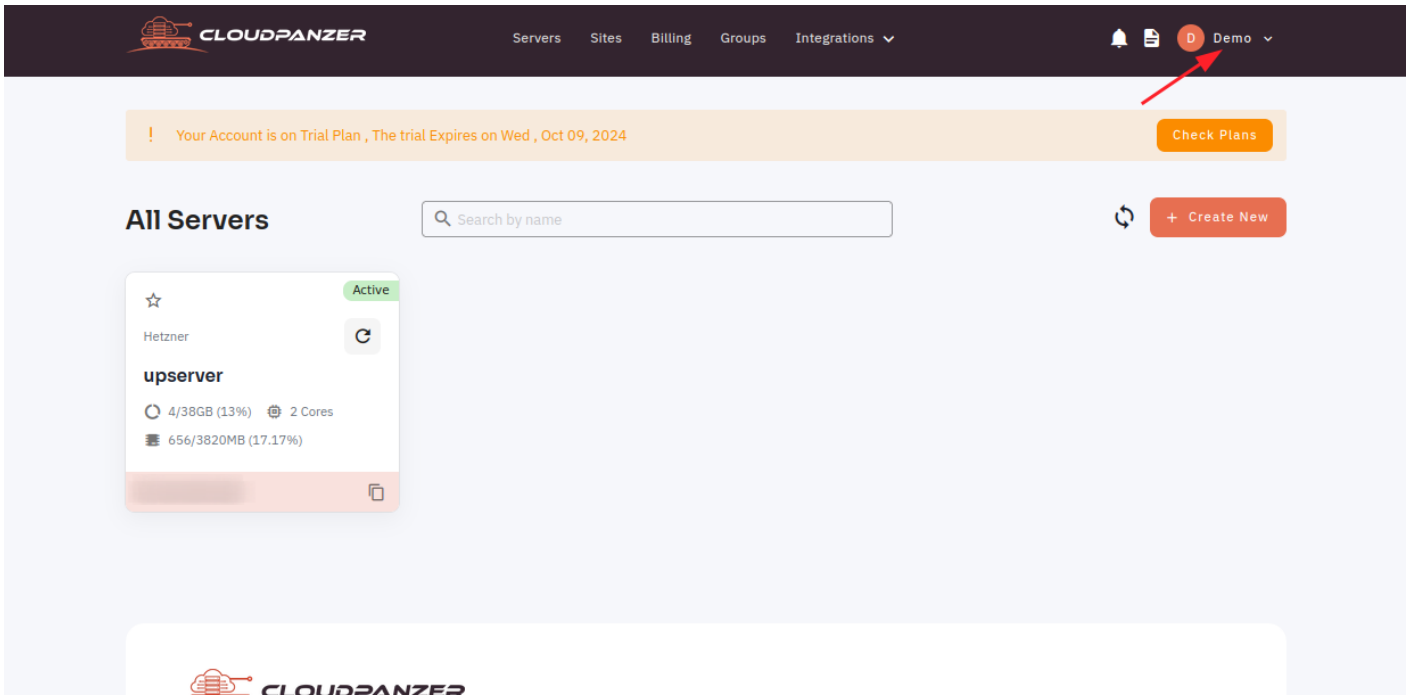
## **Tutorial :**

**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 Opend 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 querv Close

4: Click on the yes button.

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

Search by sub Search

Filter by status: Opend

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.

No Yes

Here, you can see the ticket was Deleted Successfully.

## ← 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

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.

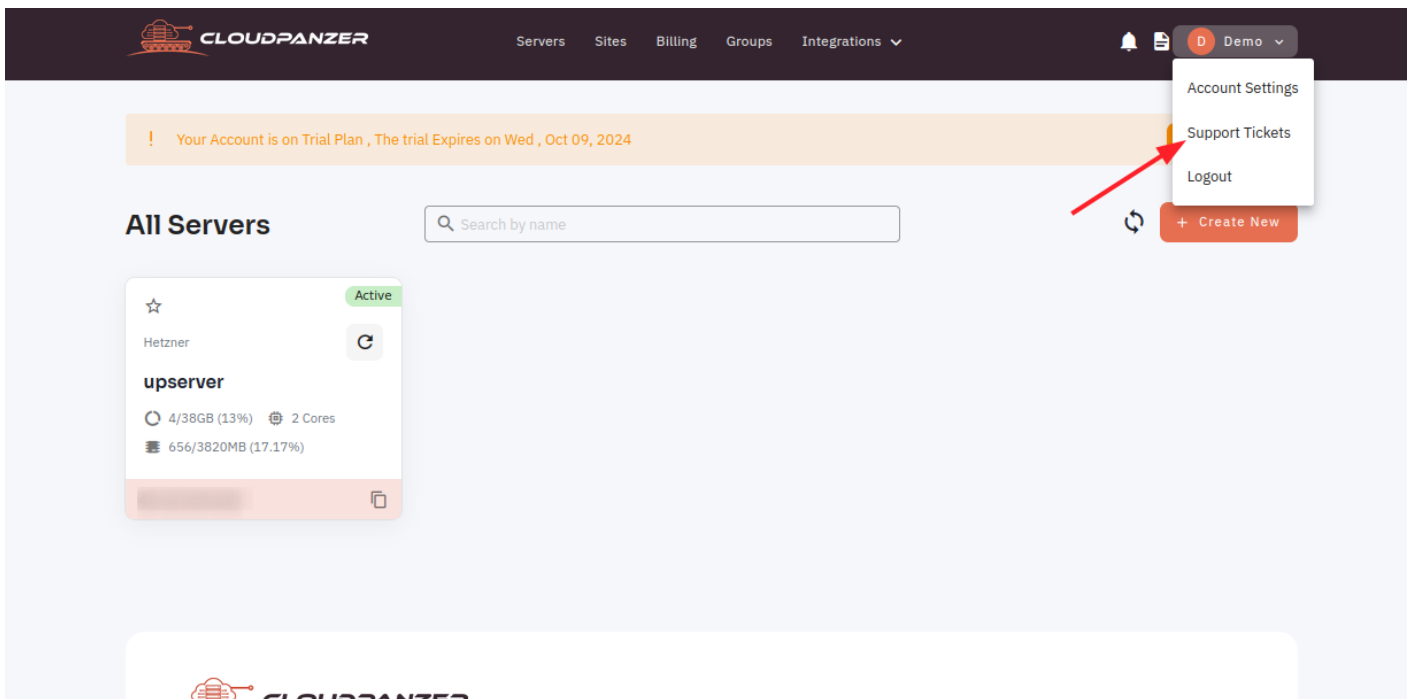
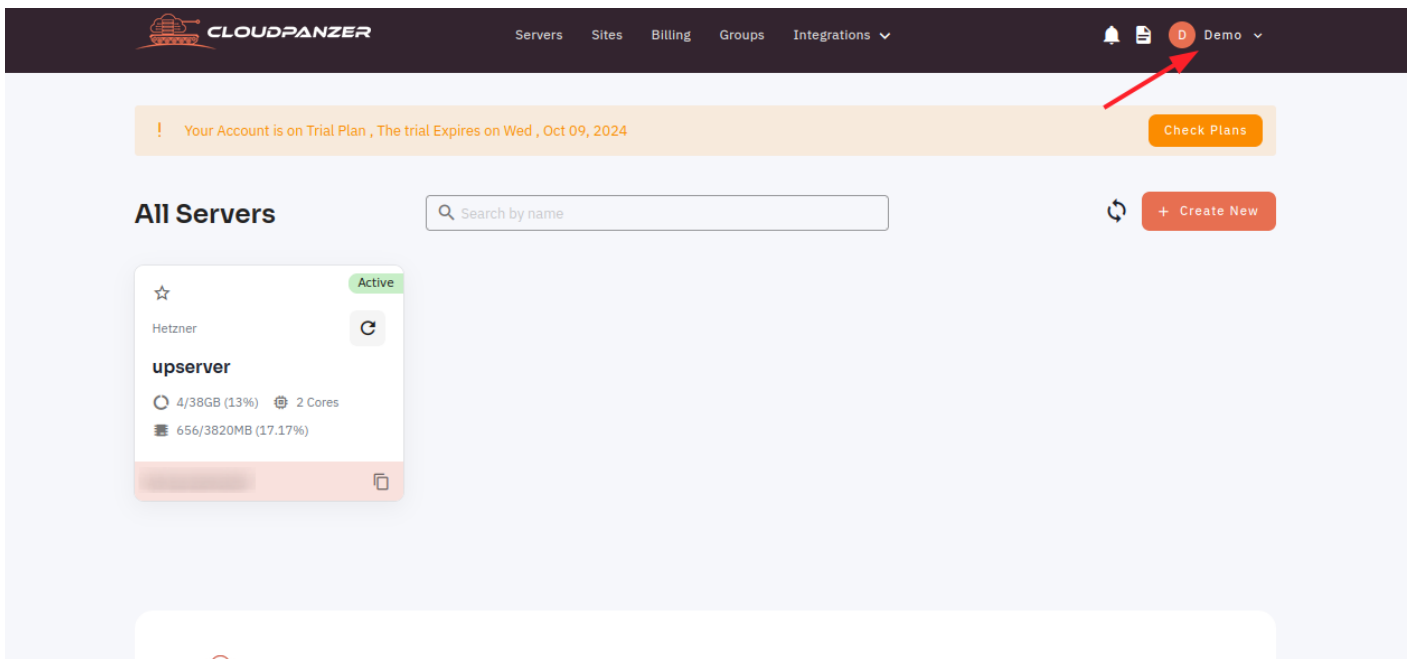
## **Tutorial :**

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

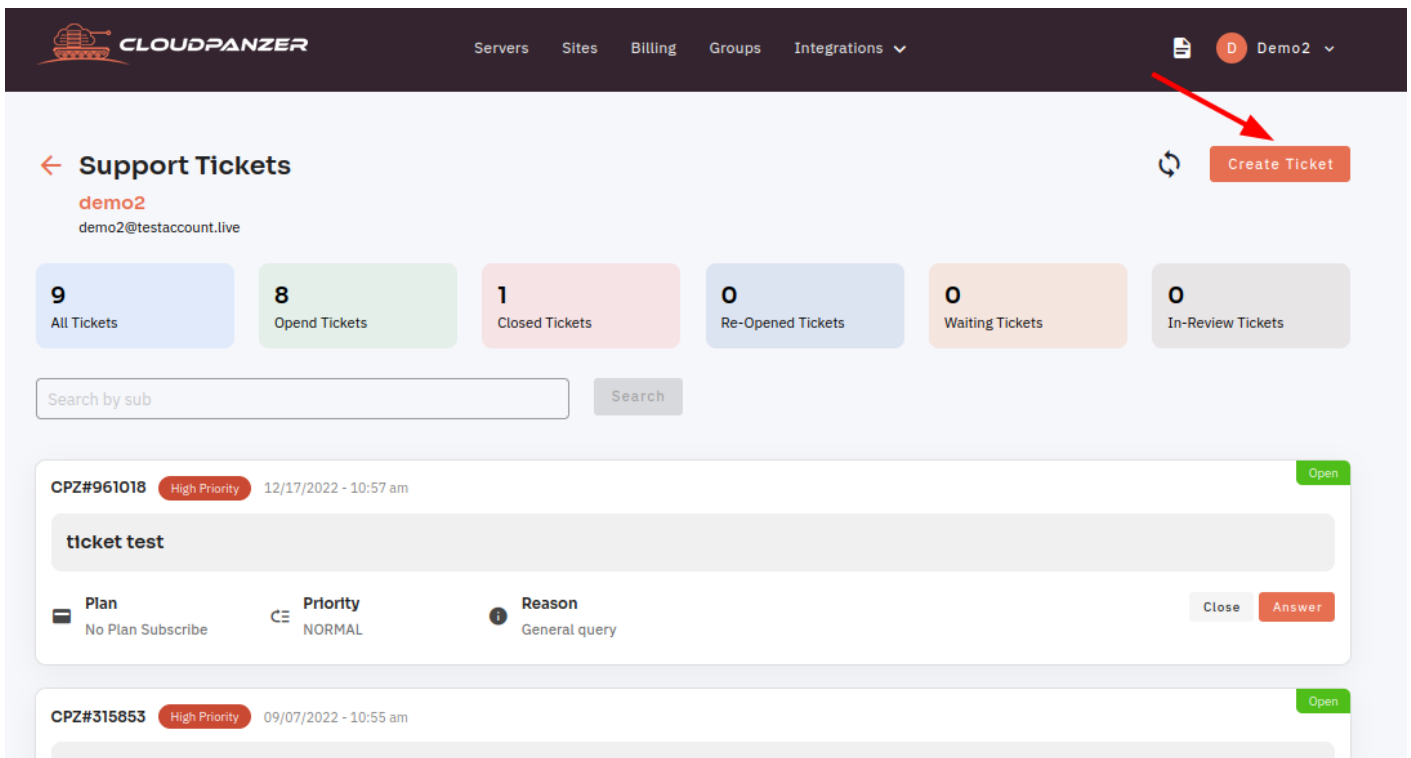
<https://www.youtube.com/embed/fAqdEhsUqI0>

Follow the steps below to create a ticket.

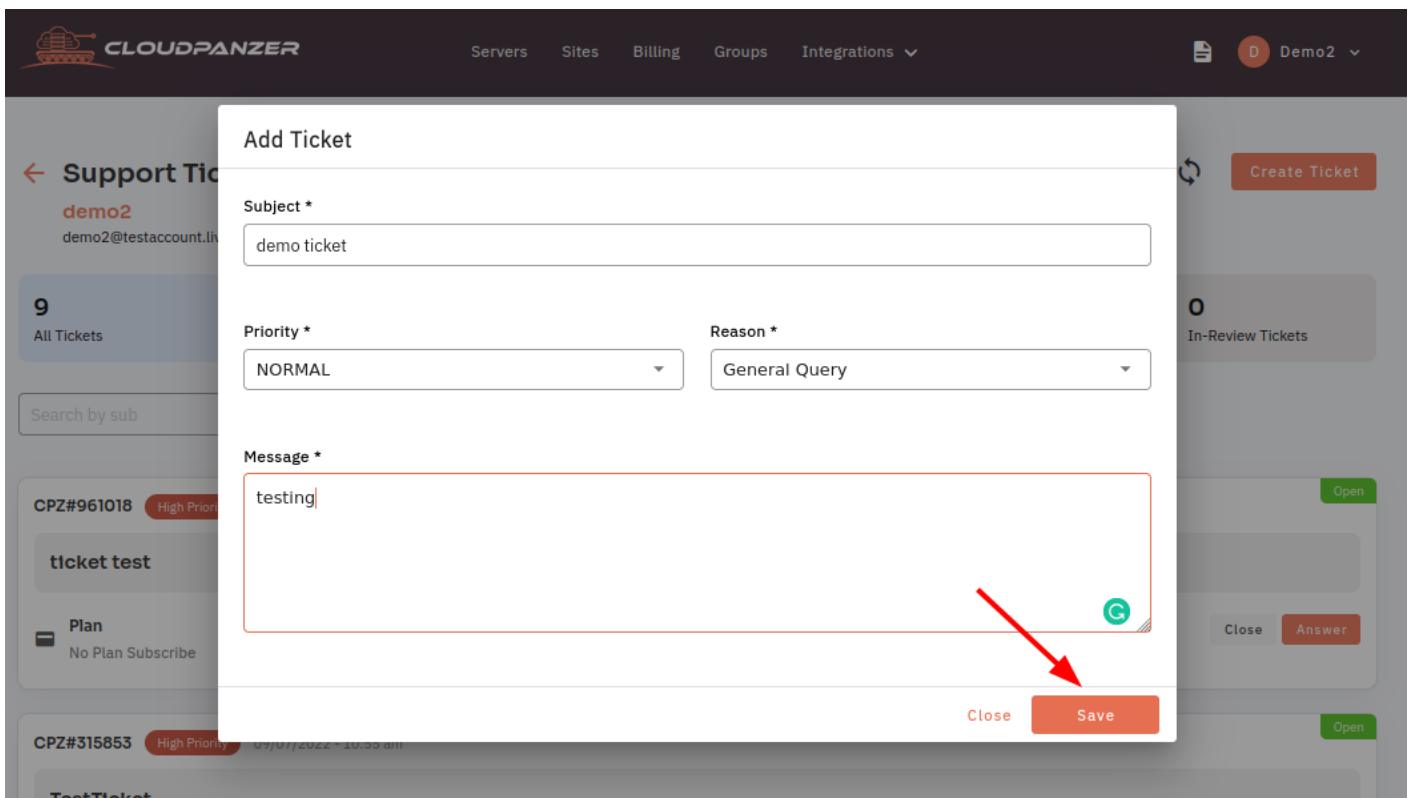
1: Once you are logged in, look for a "Support Ticket" option in the menu. This is located in a drop-down menu under your username, or it may be a separate tab in the main menu.



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.



 **CLOUDPANZER**

ServersSitesBillingGroupsIntegrations ▾

 **D** Demo2 ▾

← **Support Tickets**

 **Create Ticket**

demo2

demo2@testaccount.live

10  
All Tickets

9  
Opend 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

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.

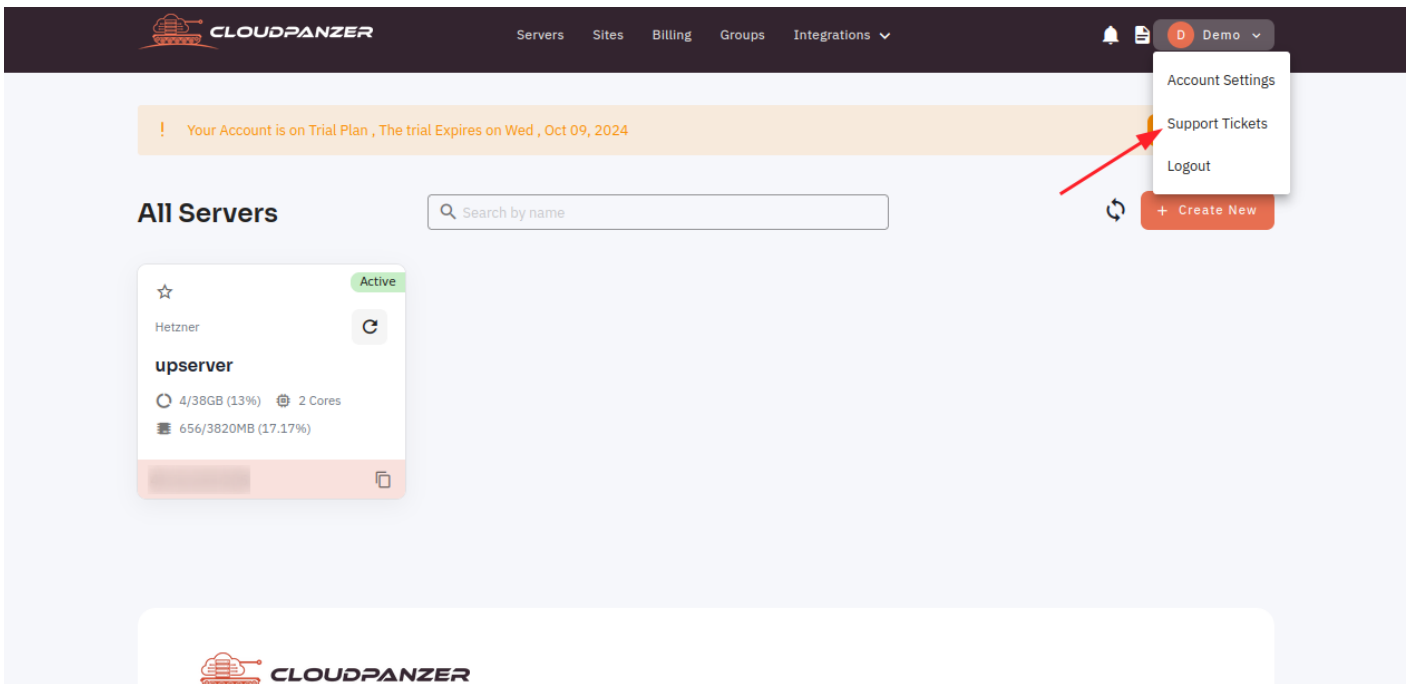
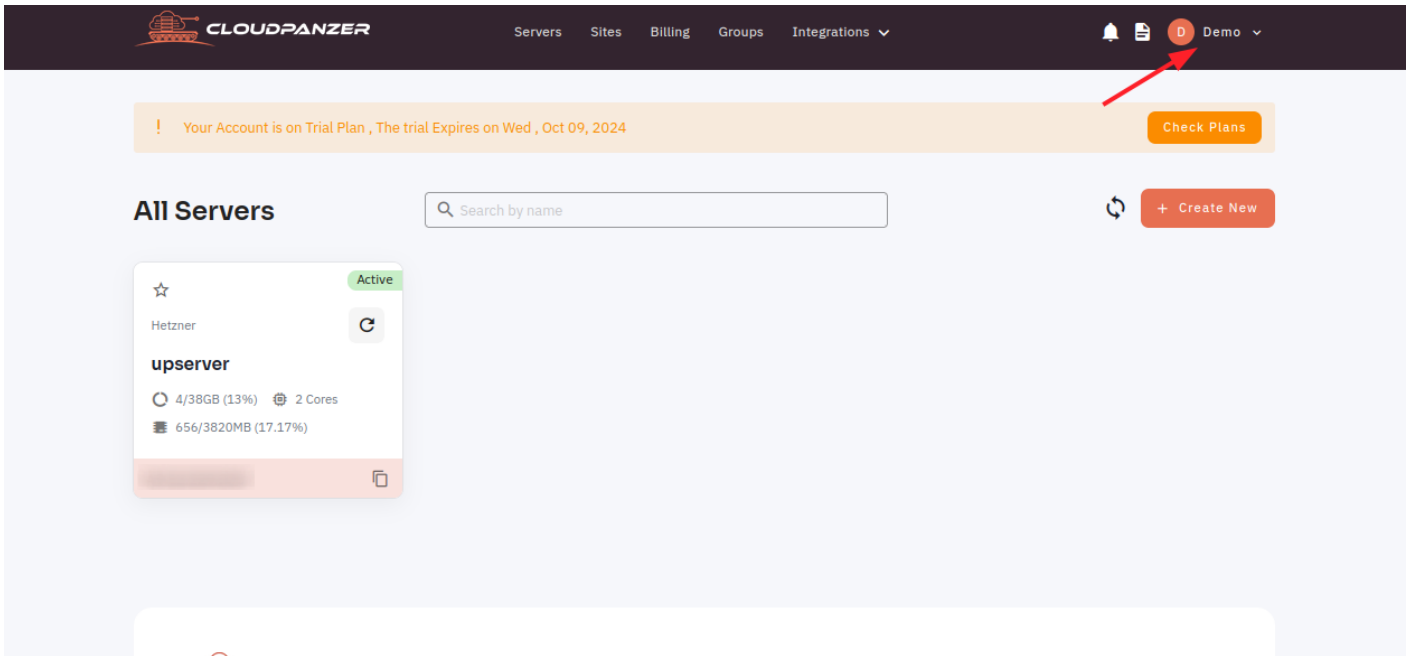
## **Tutorial :**

**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.

CPZ#648915 High Priority 09/07/2022 - 9:58 am Closed

test

Plan No Plan Subscribe Priority NORMAL Reason Technical issue Re-Open

CPZ#230405 High Priority 06/22/2022 - 3:31 pm Open

test34

Plan No Plan Subscribe Priority NORMAL Reason Technical issue Close

CPZ#302780 High Priority 06/22/2022 - 3:30 pm Open

test56

Plan No Plan Subscribe Priority URGENT Reason Technical issue Close

4: Click on the yes button.

Plan No Plan Subscribe Priority NORMAL Reason Technical issue

CPZ#230405 High Priority 06/22/2022 - 3:31 pm

test34

Plan No Plan Subscribe Priority NORMAL Reason Technical issue

CPZ#302780 High Priority 06/22/2022 - 3:30 pm

test56

Plan No Plan Subscribe Priority URGENT Reason Technical issue

CPZ#340253 High Priority 06/22/2022 - 3:30 pm

**Re-open Ticket**

Are you sure you want to re-open this ticket.

No Yes

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

## ← 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

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-re-opened-ticket>