

This is the new Witbe Help Desk

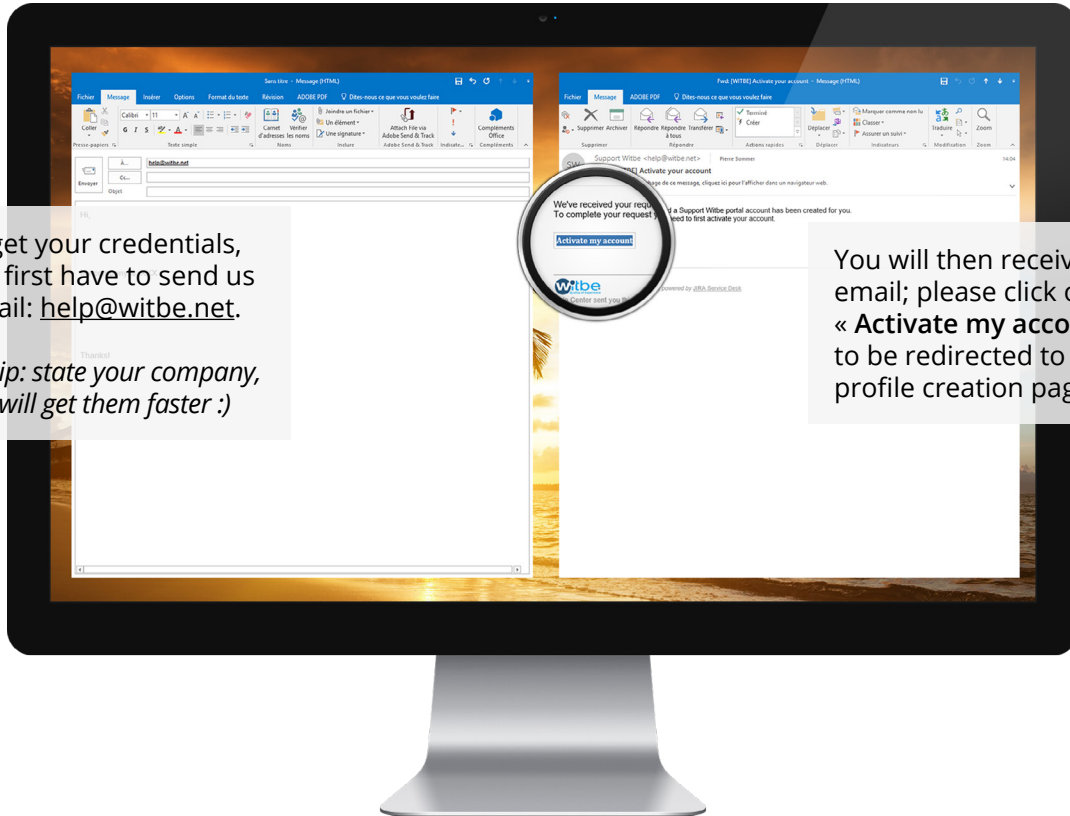
You can access it here:
<https://help.witbe.net>



- A. Account creation & first login
- B. Portal presentation
- C. Ticket creation using the Help Desk Portal
- D. Ticket Creation using email
- E. Request dashboard
- F. Ticket dashboard

1

To get your credentials, you first have to send us a mail: help@witbe.net.
protip: state your company, you will get them faster :)

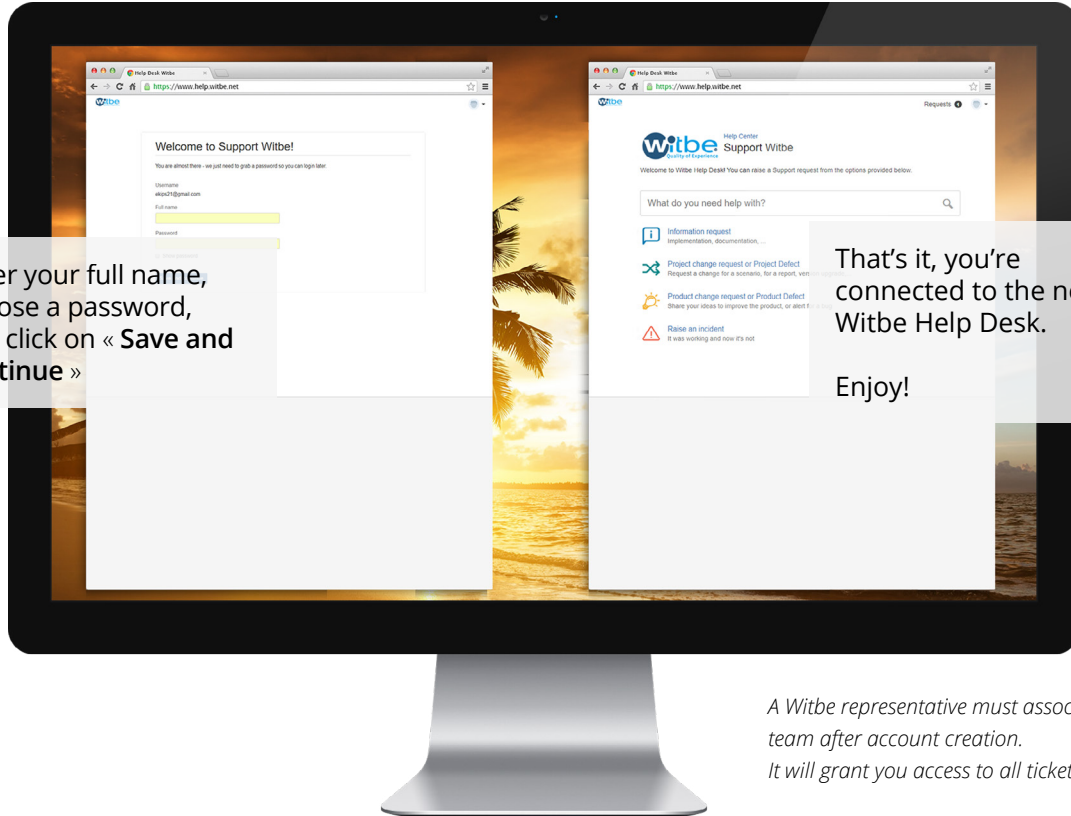


2

You will then receive an email; please click on « **Activate my account** » to be redirected to the profile creation page.

3

Enter your full name, choose a password, and click on « **Save and continue** »

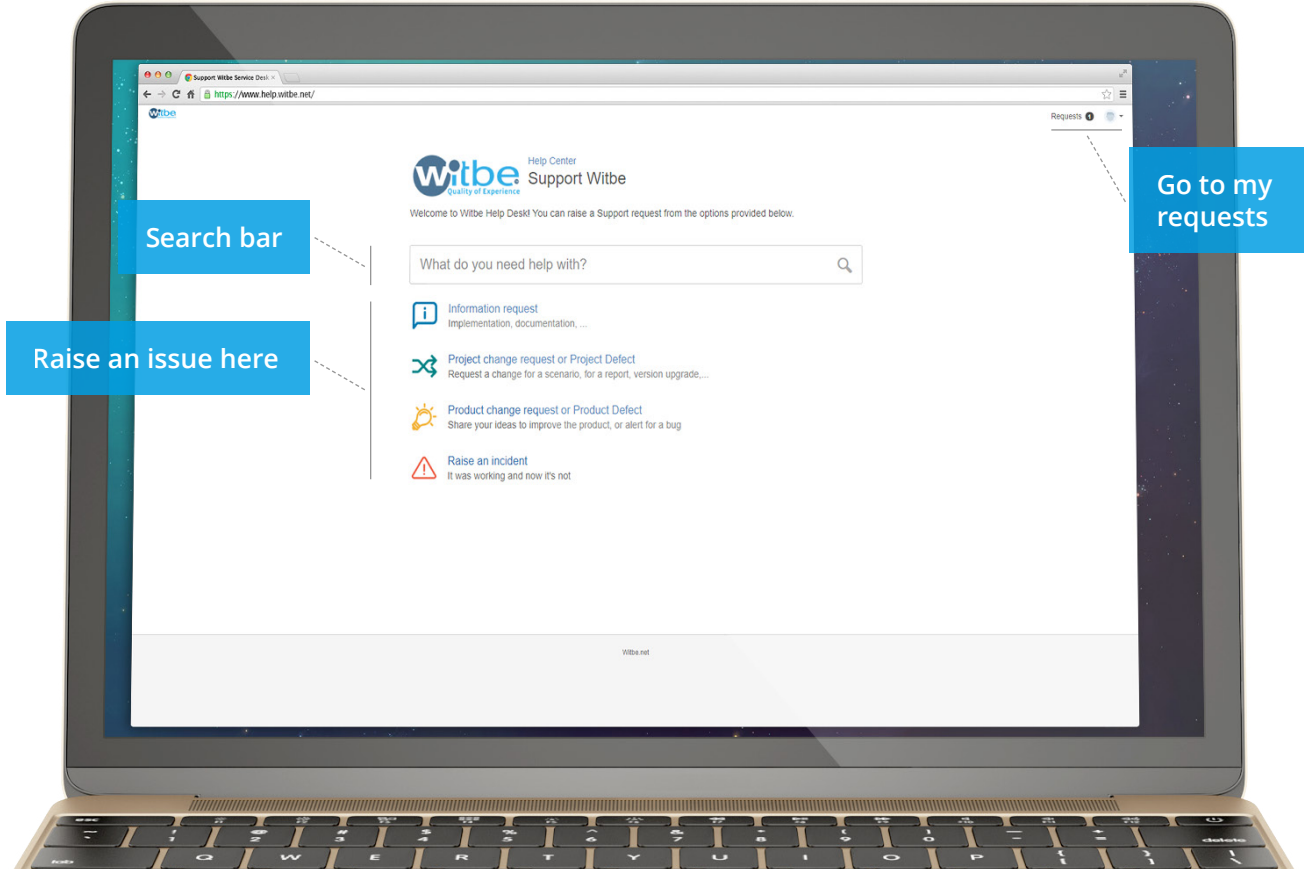


That's it, you're connected to the new Witbe Help Desk.

Enjoy!

4

A Witbe representative must associate your account to your team after account creation. It will grant you access to all tickets coming from your team.



C. TICKET CREATION USING THE HELP DESK PORTAL

To raise a ticket, use the portal: <https://help.witbe.net>.
This is (definitely) **the best way to do it**.

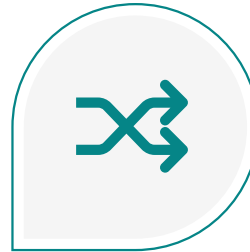


On the main menu, click on the relevant category:

Information request: for information on implementation, documentation, etc.



Project change request or project defect: for any modification regarding scenarios, reports, or to update any Witbe technology.



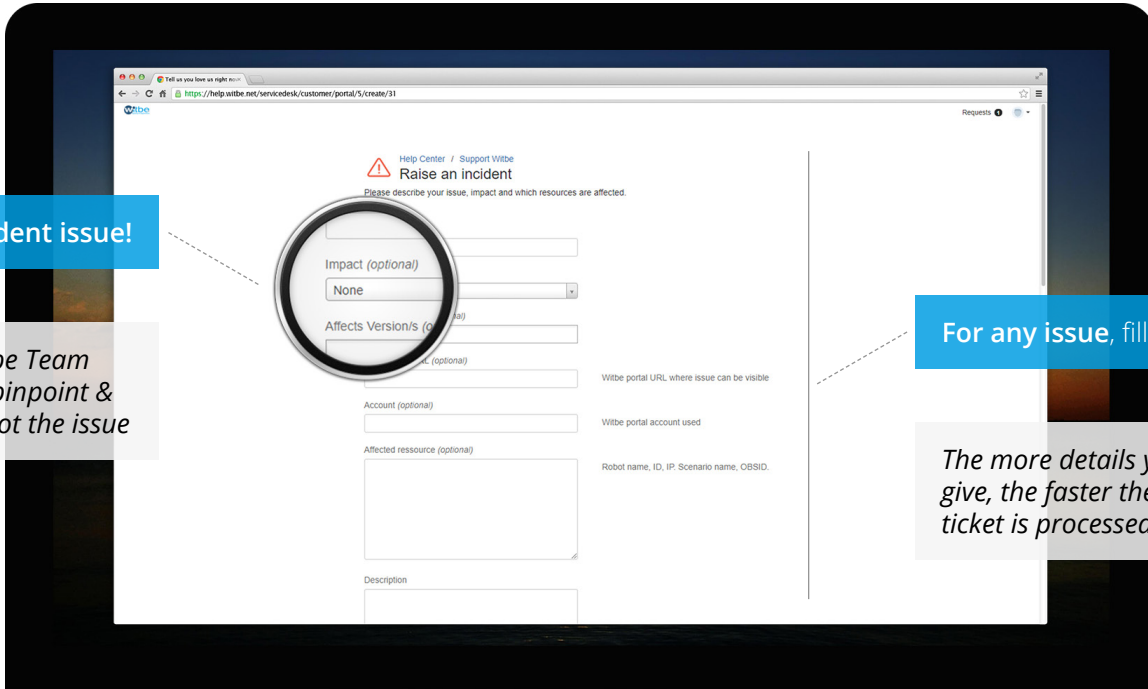
Product change request or product defect: if you encounter a bug, or to ask for a specific product improvement.



Raise an incident: for any severe service or software interruption, hit the red button!



After clicking on an issue type,
you will be redirected to the issue creation form.



Only on incident issue!

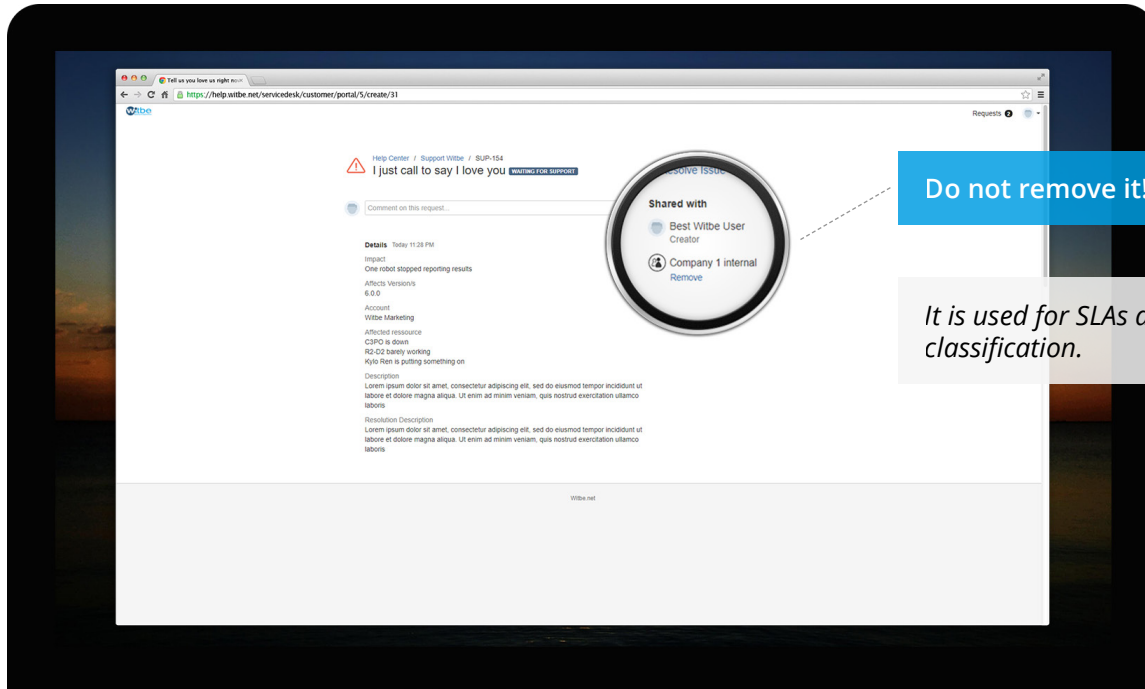
Allows Witbe Team to quickly pinpoint & troubleshoot the issue

For any issue, fill out the form

The more details you give, the faster the ticket is processed!

C. TICKET CREATION USING THE HELP DESK PORTAL

By default, your ticket will be shared with your organization.



Help Center / Support Witbe / 8:28-154

I just call to say I love you [Solve Issue](#)

Comment on this request.

Details Today 11:28 PM

Impact
One robot stopped reporting results

Article Versions
6.0.0

Account
Witbe Marketing

Attached resource
CSPO is down
RG-D2 barely working
Kylie: Here is getting something on

Description
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris

Resolution Description
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris

Witbe.net

Shared with

- Best Witbe User
Creator
- Company 1 internal
Remove

Do not remove it!

It is used for SLAs and classification.

You can also create a ticket by sending an email to help@witbe.net.

Please keep this alternative as a plan B (even C!), as predefined values are set, making the ticket less accurate and much slower to be resolved.



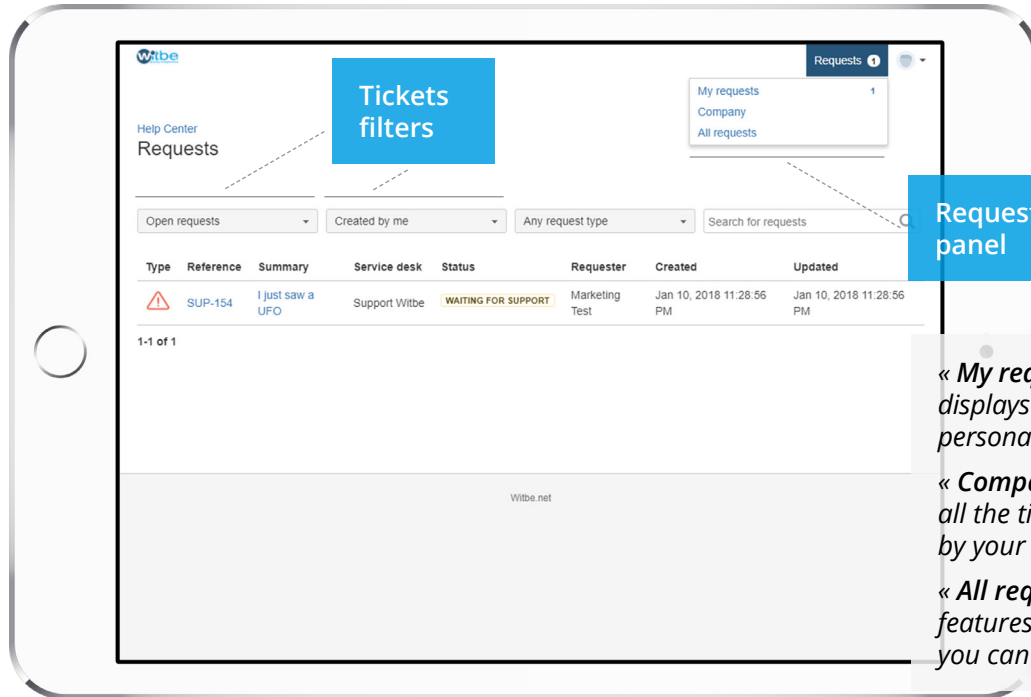
This will automatically create **a ticket with the predefined values:**

Issue type = incident
Team = Default Organization
Impact = none
Priority = medium by default



"Plan B is firing whoever came up with Plan A."

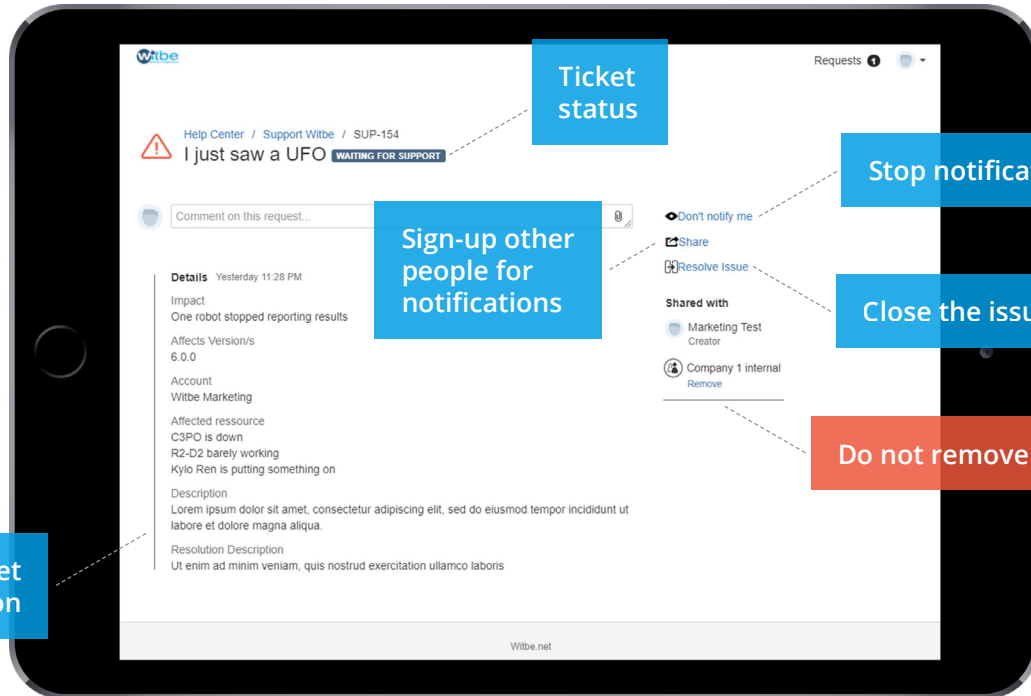
To access the requests dashboard, click on the requests panel and select the relevant category



Request panel

« My request » displays all tickets you personally created.
 « Company » displays all the tickets created by your team.
 « All requests » features all the ticket you can access.

To access a ticket detail from the requests dashboards, click on its reference or summary.



Ticket status

Stop notifications

Sign-up other people for notifications

Close the issue

Do not remove :)

Ticket information



Contact us:

Canada:
canada@witbe.net

USA East:
usa-east@witbe.net

USA West:
usa-west@witbe.net

LATAM:
latam@witbe.net

EMEA:
emea@witbe.net

APAC:
asia-pac@witbe.net

www.witbe.net

