

How to manage and track your tickets?

Order Courses

Certification

Sign in



| · ■ † h. | |
|----------|--|
| × | reboocon |
| ۹ | My account |
| | Follow all your helpdesk tickets |
| | |
| | Connection & Security Configure your connection parameters |
| | |
| | |
| | |
| | |
| | |
| • | Copyright © Reboocon Bionics B.V. Powered by Odoo - Create a free website |
| | |





1 Sign In to Your Account

• web.rbionics.com



Click on the Tickets Button

3 Select the Ticket

a Manage Ticket Details

• Close ticket if the issue has been adressed (A);

 \equiv

1

- Check the ticket stage (B);
- View assigned representative (C).



Respond to Comments

- Reply and add information (D);
- Review past messages (E).

Ticket Stages

- Open: New ticket. In Progress: We are working on it.
- Waiting for Customer: Waiting for feedback or the return of the devices.
- Engineering: Investigation, repair or maintenance.
- Paused: Temporarily on hold.
- Solved: The issue is resolved.