TRAVOLUTIONARY

Walkthrough

How to open a ticket for Travolutionary support team
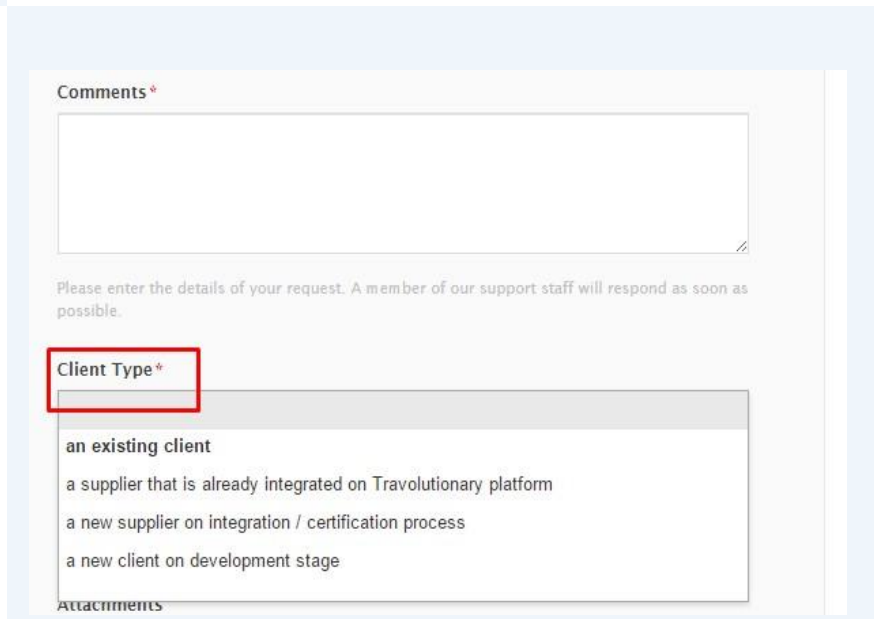
How to open a ticket?

Link to help desk URL: http://travolutionary.com/helpdesk => Press on Zendesk option

Log in with your user & password or press "sign up" for a new user.

Identify yourself by choosing the correct option, for you, from the "Client type" list.

1   SUBMITTING A NEW REQUEST

Next choose the requested category from the optional list.

2
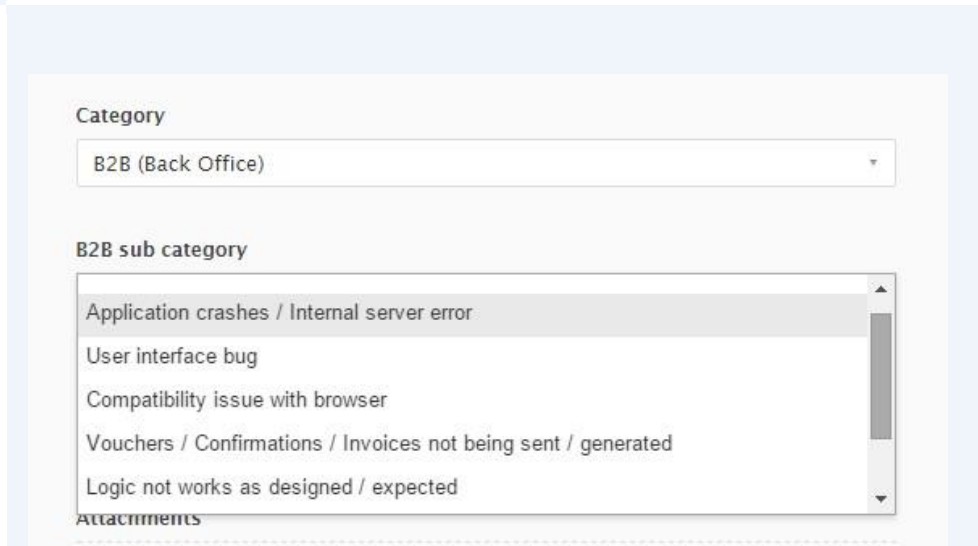
- • When you open a ticket on **mapping mismatch** that you encountered, it is mandatory to fill the form with as many fields as you can, in order us to investigate the mismatch and let you know our conclusions.

Choose your sub category from the list, that is influences by your previous choice

Please notice: "Urgent issue with production or system failure" sub category - use it **only** when system is down or a critical component of the system isn't functioning, Please **do not** choose it because you have an urgent matter.
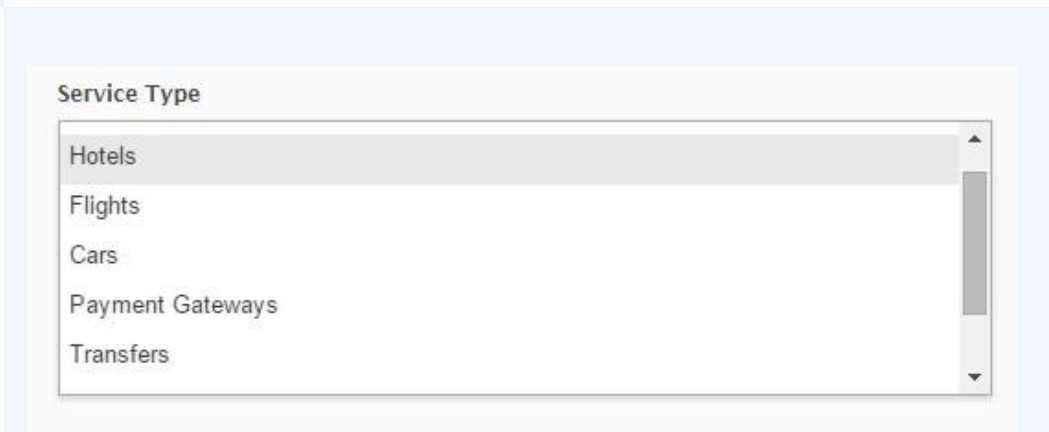
3   SUBMITTING A NEW REQUEST

Category

B2B (Back Office)   ▾

B2B sub category

Application crashes / Internal server error
User interface bug
Compatibility issue with browser
Vouchers / Confirmations / Invoices not being sent / generated
Logic not works as designed / expected

Attachments

Choose the service type.

4   SERVICE TYPE

Service Type

Hotels
Flights
Cars
Payment Gateways
Transfers

We always recommend to copy & paste the session id (On the B2B, it's called as "Error reference") on the ticket details. It might help us to identify the issue more quickly.

5

Getting session id can be from an error message that pops up

6
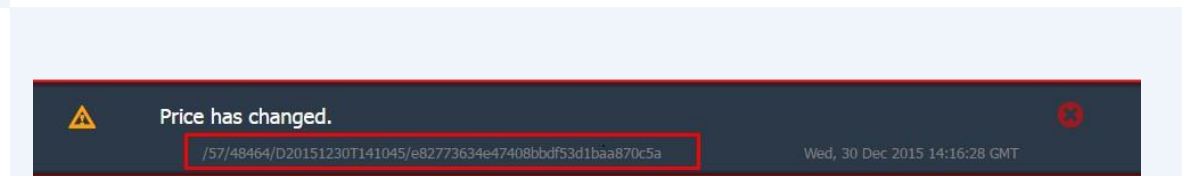
Or when pressing ALT+ S on any screen after submitting a search.

7
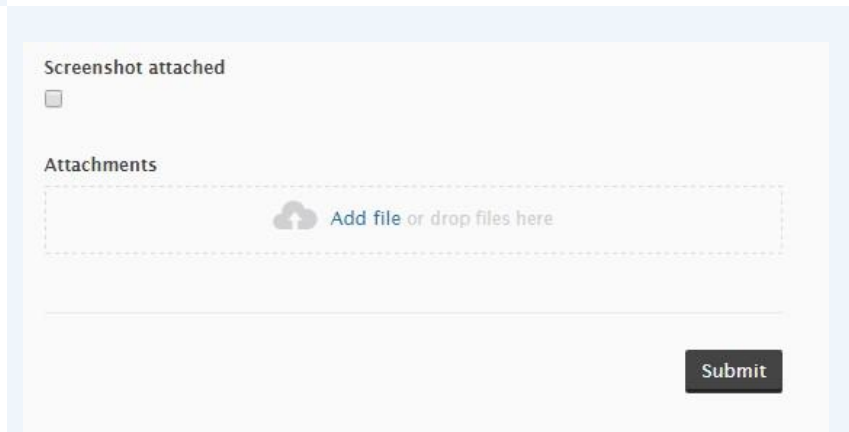
Add Attachment by pressing the "Add file" wording, if screenshot is attached, mark the check box.

- Please remember to attach FULL screenshot of your screen, and not only partial / cut one.
The whole screenshot may help us to collect essential information, such as username which is currently logged in, timestamp, etc. – that might help us to identify the issue more quickly and efficiently. As a results, your ticket will be answered faster.

8 ATTACHMENTS

Screenshot attached
☐

Attachments

☁ Add file or drop files here

Submit

Press "Submit" button to send your service request.