HelpDesk

1) Introduction. Login and password.

★ Link to HelpDesk (be sure to save in Bookmarks)
https://helpdesk.office.lan/

2) Login to the system. Russian only, there's no language change option

3.0 Beginning of work

- Enter your data (name, surname)
- Fill in the field "E-mail". It will contain your Windows login + @office.lan
- Example: your Windows login is neybauer.e. Your e-mail will be: neybauer.e@office.lan

3.1. Beginning of work.

★ Select the section "Projects"
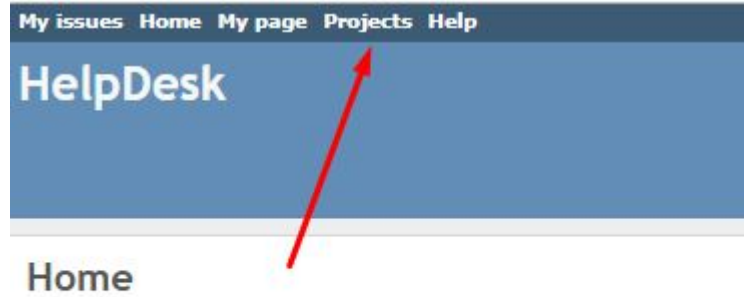
3.2. Beginning of work.

★ Select your project (for Nepal — info-npl@1xbet-team.com)

3.3. Beginning of work.

★ Choose "Входящие" ("Inbox"*)

*mention that in some cases names can't be changed to Russian language, so in that instruction English translation is only for your understanding

Служба поддержки » Проект 1xBet.com Support БУФЕР »
info-en@1xbet-team.com

+ | Overview | Activity | Issues | Contacts

Overview

Issue tracking

	open	closed	Total
Входящие	1352	370303	371655
Служба безопасности	10	405	415
Кибер-спорт	0	4	4
Стороннее ПО	0	23	23
БД (объединение, возы)	1	162	163
Олесе	0	2	2
Смена телефона	0	12	12
Екатерина Полякова	4	4	8
Партнерка	0	1	1
Платежи	110	5370	5480
Слоты и казино	1	29	30
Тестер	0	5	5
Важное	21	187	208
Зависимость	0	33	33
1x-игры	0	4	4
Чат TVBet	0	0	0
Лото	0	0	0
icloud	0	0	0

View all issues

Contacts

3.4. Beginning of work.

★ Select "Open" to see all unanswered letters, then click "Apply".

4. List of all incoming requests.

★ Here is your main "workplace".
★ Here you can see all incoming letters, already answered and not yet answered. If necessary, click "Apply" to see new letters.

5.Monitor new requests.

★   You shall update the page regularly to monitor new requests.

6.1. Respond to a new request (letter).

★ You shall select the letter that requires a response, with the status "New" and click on the text of the letter or on the number (#).

6.2.Respond to a new request

★ Read the text of the letter, click on the attachments/screenshots to view them.
★ Click on "Reply".

Входящие #5872484

🔙 Reply ✏️ Edit ⭐ Watch 📋 C

سلام کد ۲مرحله ای تایید نمیشود   « Previous | Next

Added by Anonymous about 16 hours ago. Updated about 8 hours ago.

✉️ From alireza hadi (alirezahadi32@yahoo.com) 📎 Original (7.89 KB) 🔍 03/04/2021 12:04 AM

Status:	Закрыта	**Start date:**	03/04/2021
Priority:	Нормальный	**Due date:**	
Assignee:	Угава Юко	**% Done:**	100%
client_id:		**location:**	
IP:		**Вернуть на проект:**	
useragent:		**Язык:**	
Time to reaction:	about 9 hours	**Time to first response:**	about 9 hours
Time to resolve:	about 9 hours		

Description
💬 Quo

Sent from Yahoo Mail on Android

Subtasks
A

Related issues
A

6.3. Respond to a new request

★ Write a response.
★ Select the status "В работе" ("In Progress") if the issue has not been resolved yet and the client has to wait (as in the example) OR the status "Закрыта" ("Closed"), if the issue has already been resolved and the answer is final.

6.4. CLOSE THE REQUEST.

★   You shall close the request if the answer is final.

Edit

Change properties

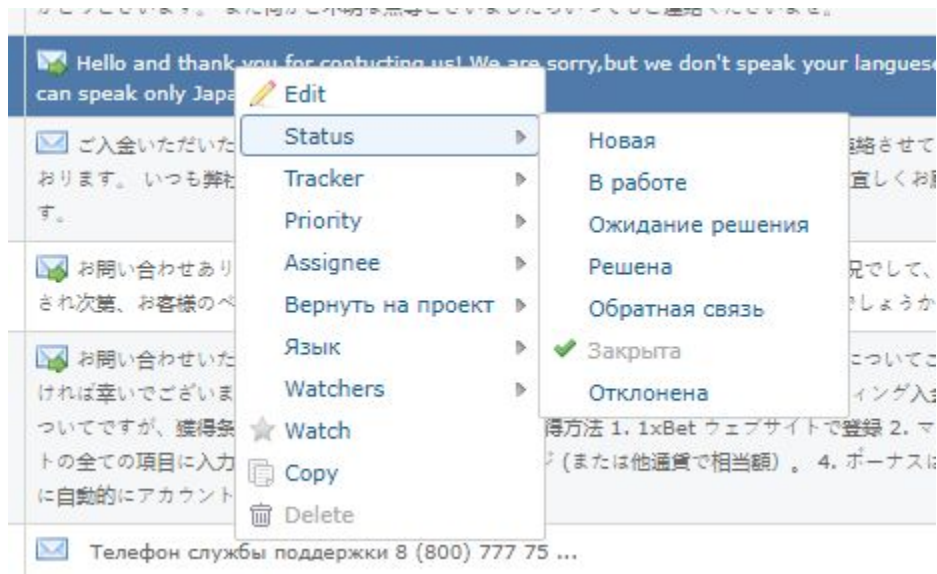|	
Project *	» info-jp@1xbet-team.com
Tracker *	Входящие
Subject *	سلام کد ۲مرحله ای تایید نمیشود
Description ✏ Edit	
Status *	Закрыта
Priority *	Нормальный
Assignee	Угава Юко
client_id	
IP	
useragent	

Верну

6.4. close the request.

★   If there's no need to answer to a letter, you can close it this way (*right mouse button on the letter*).

6.5 Special case

Sometimes there can be cases, when after closing the letter, you will see that someone worked with your letter while you were working with it, too. You will see his answer to the client in the comments.

In this case there are 2 ways:

1. Choose the first one, if there are more questions you need to ask.
2. Choose the third one, if you agree with another operator's answer.

7. Monitor new requests.

- ★ Return to the "Issues" section
- ★ You shall update the page regularly to monitor new requests.

My issues	Home	My page	Projects	Help

Служба поддержки » Проект 1xBet.com Support БУФЕР »

info-en@1xbet-team.com

+	Overview	Activity	**Issues**	Contacts

Issues

▼ Filters

☑ Status   open ▾   Add filter

☑ Tracker   is ▾   Входящие ▾   ⊡

▶ Options

✔ Apply   ↻ Clear

☐	# ▾	Helpdesk contact	Tracker	Status	Priority	Subject	Assignee	Updated	Tic
☐	5883196	Md kajal	Входящие	Новая	Нормальный	● (Unprocessable subject)		03/04/2021 04:06 PM	7 п
☐	5883192	amanullah rana	Входящие	Новая	Нормальный	● Deposit Problem		03/04/2021 04:06 PM	7 п

8.Open empty letters.

★ There is a second way to open any letter (the first is to click on the text of the letter on the right or to click on its number (#)) - right-click on the letter and select "Edit"
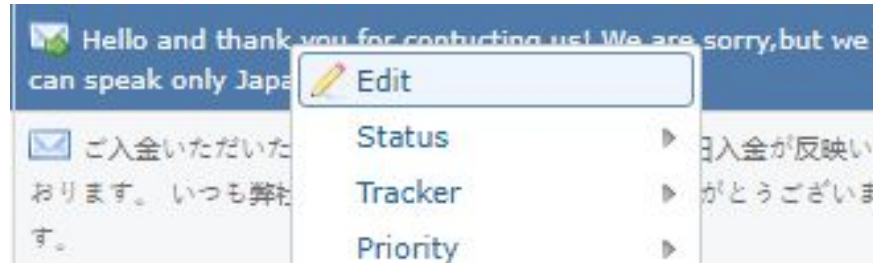
9. Requests in another language.

★ Send such requests through the "Edit" button to the mails of the corresponding support and DO NOT close them. After that return to your project.

★ The letter on our project disappears because we returned it to the project needed.

10. Update addresser contact (if the letter is from no-reply)

Click on "update" button, wait for a few seconds

10. Update addresser contact (if the letter is from no-reply)

You shall copy the client's e-mail from the letter and enter it in the field "First name" and "Email"

Click on the green +

And click on "Create"

10. Update addresser contact (if the letter is from no-reply)
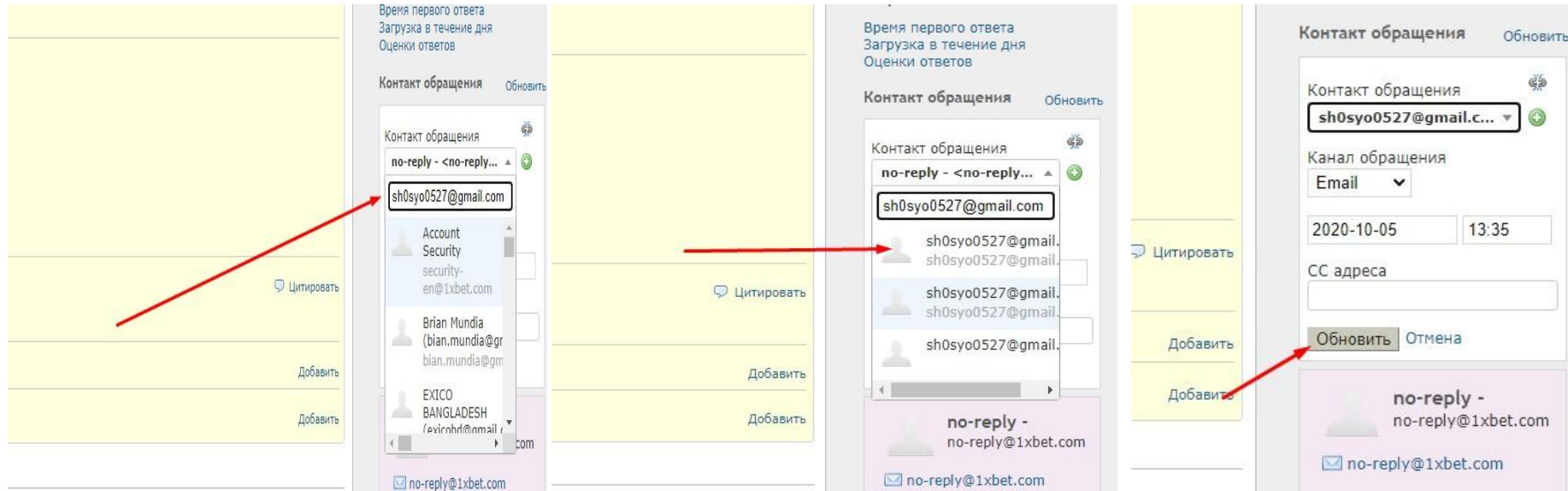
Next, click on "no-reply", insert mail here again, wait a few seconds, the system shows the contact, and click on it

The last step – click on «Обновить» ("Update")