

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

HelpDesk Войти

Пользователь
ugava.yu

Пароль [Восстановление пароля](#)
.....

Оставаться в системе

Вход

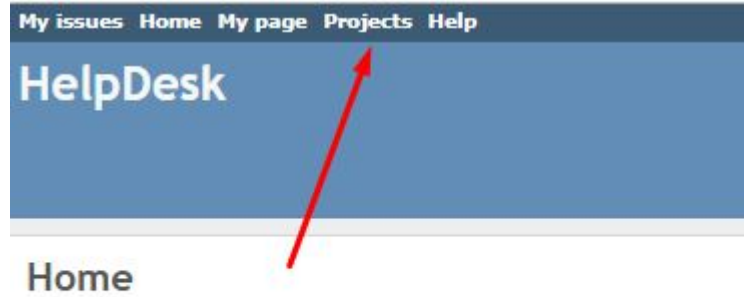
Powered by [Redmine](#) © 2006-2017 Jean-Philippe Lang

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)

The screenshot shows the 'Helpdesk' interface with a navigation bar containing 'Projects', 'Activity', 'Issues', 'Spent time', 'Gantt', 'Calendar', 'News', and 'Contacts'. Below the navigation bar, there is a 'Projects' section with a search input field and links for 'View all issues', 'Overall spent time', and 'Overall activity'. A 'Tags' sidebar is visible on the right. The main content area displays a table of projects with columns for 'Name', 'Description', and 'Created'. The table lists various projects, including 'Служба безопасности' and 'Проект 1xBet.com Security БУФЕР', followed by a 'Служба поддержки' section with a 'Буферный проект' and a list of regional support projects (e.g., 'info-npl@1xbet-team.com'). At the bottom, there is a pagination control showing '1' of 2 pages and 'Per page: 25, 50'.

	Name	Description	Created
★	Служба безопасности		04/20/2018
★	▶ Проект 1xBet.com Security БУФЕР		11/10/2018
★	Служба поддержки		04/20/2018
★	▶ Проект 1xBet.com Support БУФЕР	Буферный проект - переместите сюда тикет, если он в компетенции Support	04/10/2019
★	▶ block-tr@1xbet-team.com		02/19/2020
★	▶ block@1xbet-team.com		04/11/2019
★	▶ ciso@1xbet-team.com		03/05/2020
★	▶ destek@1xbet-team.com		02/10/2020
★	▶ info-alb@1xbet-team.com		02/07/2020
★	▶ info-ar@1xbet-team.com		02/07/2020
★	▶ info-az@1xbet-team.com		02/07/2020
★	▶ info-bg@1xbet-team.com		02/07/2020
★	▶ info-bn@1xbet-team.com		02/07/2020
★	▶ info-cn@1xbet-team.com		02/07/2020
★	▶ info-cz@1xbet-team.com		02/07/2020
★	▶ info-de@1xbet-team.com		02/07/2020
★	▶ info-en@1xbet-team.com		10/31/2019
★	▶ info-es@1xbet-team.com		02/07/2020
★	▶ info-fr@1xbet-team.com		08/21/2019
★	▶ info-gh@1xbet-team.com		10/21/2020
★	▶ info-he@1xbet-team.com		02/07/2020
★	▶ info-hu@1xbet-team.com		02/07/2020
★	▶ info-ind@1xbet-team.com		11/05/2019
★	▶ info-it@1xbet-team.com		02/07/2020
★	▶ info-jp@1xbet-team.com		02/07/2020

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”.

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

Tracker

Options

Apply Clear

open

is

Входящие

Add filter

<input type="checkbox"/>	#	Helpdesk contact	Tracker	Status	Priority	Subject	Assignee	Updated
<input type="checkbox"/>	5883196	Md kajal	Входящие	Новая	Нормальный	● (Unprocessable subject)		03/04/2021 04:06 PM
<input type="checkbox"/>	5883192	amanullah rana	Входящие	Новая	Нормальный	● Deposit Problem		03/04/2021 04:06 PM

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.

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

<input type="checkbox"/>	#	Helpdesk contact	Tracker	Status	Priority	Subject	Assignee	Updated	Time
<input type="checkbox"/>	5883196	Md kajal	Входящие	Новая	Нормальный	● (Unprocessable subject)		03/04/2021 04:06 PM	7 m
<input type="checkbox"/>	5883192	amanullah rana	Входящие	Новая	Нормальный	● Deposit Problem		03/04/2021 04:06 PM	7 m

5. MONITOR NEW REQUESTS.

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

Служба поддержки - Проект 1xBet.com Support БУФЕР -

info-en@1xbet-team.com

Search:

+ Overview Activity Issues Contacts

Issues

New issue

Filters

Status open
 Tracker is

Входящие

Add filter

Options

Apply Clear

<input type="checkbox"/>	#	Helpdesk contact	Tracker	Status	Priority	Subject	Assignee	Updated	Ticket updated	
<input type="checkbox"/>	5883358	কুড়ে ঘর বাবুই	Входящие	Новая	Нормальный	● 1000 taka deposit koresi but rejected dekhasse.akhon ki korbo		03/04/2021 04:13 PM	6 minutes ago	<input type="checkbox"/> 1d: 263991593 Phn r Trx no.700NV6P Tk.100
<input type="checkbox"/>	5883356	farhad.mogolbasha -	Входящие	Новая	Нормальный	● টাকা না আসা প্রসঙ্গে		03/04/2021 04:12 PM	6 minutes ago	<input type="checkbox"/> ১.আমার আইডি নং :২৬ ৩.আমার কাল আইডি নং :০: :০১৭২৯৩০৭৬৮৩, ৫.সময় এ :৫০০০, ৭. vivo স্মার্টফোন টে
<input type="checkbox"/>	5883351	Hpl Hriday	Входящие	Новая	Нормальный	● (Unprocessable subject)		03/04/2021 04:12 PM	7 minutes ago	<input type="checkbox"/> Sir deposit problem f bt akono ashe nai. 1. Bik Bikash wallet number:01 4.tarik:04/03/2021 Time
<input type="checkbox"/>	5883348	Adewoye Adeyinka	Входящие	Новая	Нормальный	● Re: Receipt from 1xbet [3246174339]		03/04/2021 04:12 PM	about 19 hours ago	<input type="checkbox"/> Am having difficulty i Tue, 2 Mar 2021 at 9:08 <noreply@paystack.com have any issues with pay > ema...
<input type="checkbox"/>	5883346	Abdus Salam	Входящие	Новая	Нормальный	● Deposit problem		03/04/2021 04:12 PM	8 minutes ago	<input type="checkbox"/> BDT wallet ID nombe 8C40TMDJ5C Clint phone number-0197788233 Ti Amount- 2500 Tk Subjec
<input type="checkbox"/>	5883343	Fahim Nur Neshat	Входящие	Новая	Нормальный	● Deposit problem Again		03/04/2021 04:12 PM	8 minutes ago	<input type="checkbox"/> এটা নিয়ে আমার ২ বার টাকা পাইনি। 1.BDT wallet Rocket - 2179919029 3.

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 (#).

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

+ Overview Activity Issues Contacts

Issues

Filters

- Status: open
- Tracker: is
- Входящие

Options

Apply Clear

Add filter

New issue

#	Helpdesk contact	Tracker	Status	Priority	Subject	Assignee	Updated	Ticket updated	
5883358	কুড়ে ঘর বাবুই	Входящие	Новая	Нормальный	1000 taka deposit koresi but rejected dekhasse.akhon ki korbo		03/04/2021 04:13 PM	6 minutes ago	Id: 263991593 Phn r Trx no.70ONVT6P Tk.100
5883356	farhad.mogolbasha -	Входящие	Новая	Нормальный	টাকা না আসা প্রসঙ্গে		03/04/2021 04:12 PM	6 minutes ago	১.আমার আইডি নং :২৬৩.আমার ক্যাশ আইডি নং :০:০:১১২৯৩০৭৬৮৩. ৫.সময় : :৫০০০. ৭. vivo আর্টফোন ৫
5883351	Hpl Hridoy	Входящие	Новая	Нормальный	(Unprocessable subject)		03/04/2021 04:12 PM	7 minutes ago	Sir deposit problem r bt akono ashe nai. 1. Bik Bikash wallet number:014.tarik:04/03/2021 Time
5883348	Adewoye Adeyinka	Входящие	Новая	Нормальный	Re: Receipt from 1xbet [3246174339]		03/04/2021 04:12 PM	about 19 hours ago	Am having difficulty i Tue, 2 Mar 2021 at 9:08 <noreply@paystack.com have any issues with pay > ema... BRT wallet ID numb

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 كد ۲ مرحله ای تایید نمیشود

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

[« Previous](#) | [Next](#)

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

Status: Закрыта
Priority: Нормальный
Assignee: Угава Юко
client_id:
IP:
useragent:
Time to reaction: about 9 hours
Time to resolve: about 9 hours

Start date: 03/04/2021
Due date:
% Done:  100%
location:
Вернуть на проект:
Язык:
Time to first response: about 9 hours

Description

Sent from Yahoo Mail on Android

  Qu

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.

Edit

Change properties

Project * » info-jp@1xbet-team.com

Tracker * Входящие

Subject * سلام كد ۲ مرحله ای تايد ميشود

Description [Edit](#)

Status * **Закрыта**

Priority * **В работе**

Assignee **Ожидание решения**

client_id **Обратная связь**

IP **Закрыта**

useragent **Отклонена**

Parent task

Start date 04.03.2021

Due date ДД.ММ.ГГГГ

location

Вернуть на проект

Язык

Send reply

Send note alireza hadi (alirezahadi32@yahoo.com)

B *I* U **C** H1 H2 H3 **pre** **↔** **📎** **🖼** **🔄**

Hello!

Files

Выбрать файлы Файл не выбран (Maximum size: 40 MB)

Submit Preview | Cancel

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 كد ۲ مرحله ای تایید نمیشود

Description ✎ Edit

Status * **Закрыта** ▼ 

Priority * Нормальный ▼

Assignee Угава Юко ▼

client_id

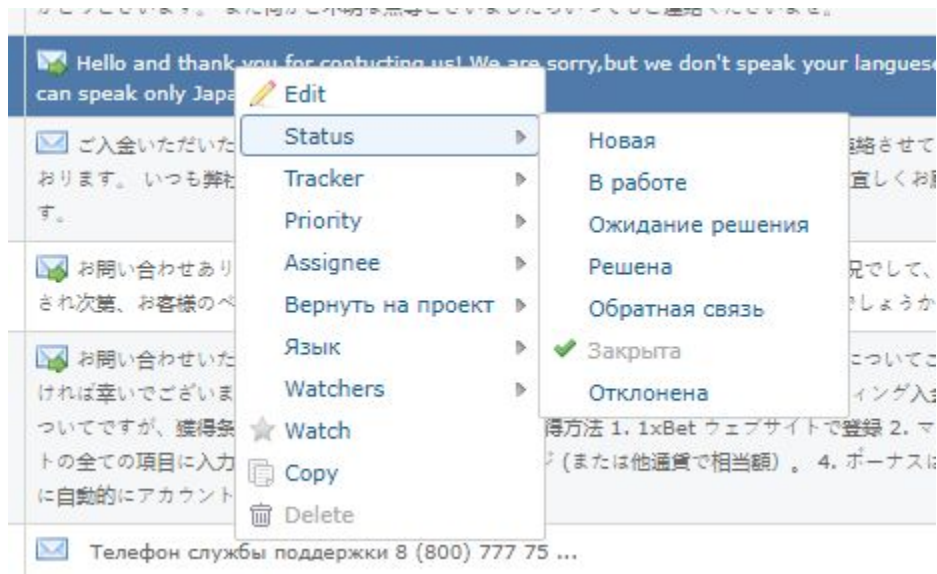
IP

useragent

[Верн](#)

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.

✓ An email was sent to shahinocsdac@gmail.com An email was sent to shahinocsdac@gmail.com An email was sent to shahinocsdac@gmail.com

Входящие #5824390

⚠ The issue has been updated by an other user while you were editing it.

Updated by Anonymous 10 minutes ago

- Status changed from Решена to Обратная связь
- % Done changed from 70 to 90

BDT wallet no (user id-gaming id)=213791191

Transaction id 8BKZMOEVEG

Client phone no 01925940691

agent phone no 01626869679

Time 09:06pm date 20-02-2021

Amount...BDT..500

Below screen short

On Fri, Mar 5, 2021, 8:27 PM <info-bn@1xbet-team.com> wrote:

*500 TK BKASH ER ta request koren tk pathanor por request koren nai ..
nagad er 500 solved
r bki 500 nagad er ta hoye jbe*

- Apply my changes anyway (previous notes will be kept but some changes may be overwritten)
- Add my notes and discard my other changes
- Discard all my changes and redisplay [Входящие #5824390](#)

Submit

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

Tracker

is

Входящие

Add filter

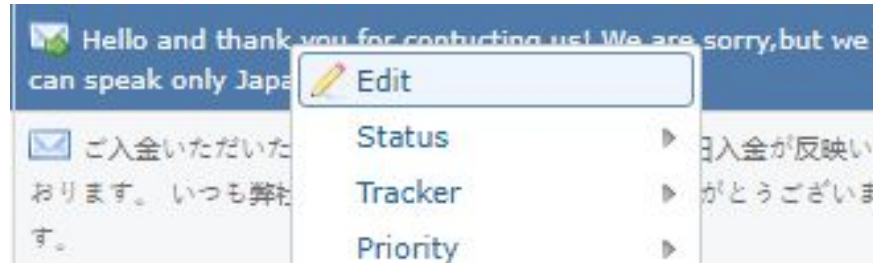
Options

Apply Clear

<input type="checkbox"/>	#	Helpdesk contact	Tracker	Status	Priority	Subject	Assignee	Updated	Time
<input type="checkbox"/>	5883196	Md kajal	Входящие	Новая	Нормальный	● (Unprocessable subject)		03/04/2021 04:06 PM	7 m
<input type="checkbox"/>	5883192	amanullah rana	Входящие	Новая	Нормальный	● Deposit Problem		03/04/2021 04:06 PM	7 m

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.

大変お待たせいたしました。ただ今ご入金が完了し
す。お手数ですが、お振込みの金額が正確に
がとうござい
Edit
Status

Входящие #5873802

Change properties

Project * info-jp@1xbet-team.com

Tracker * block@1xbet-team.com
ciso@1xbet-team.com

Subject * destek@1xbet-team.com
info-alb@1xbet-team.com
info-ar@1xbet-team.com
info-az@1xbet-team.com
info-bg@1xbet-team.com
info-bn@1xbet-team.com
info-cn@1xbet-team.com
info-cz@1xbet-team.com
info-de@1xbet-team.com
info-en@1xbet-team.com
info-es@1xbet-team.com
info-fr@1xbet-team.com
info-gh@1xbet-team.com
info-he@1xbet-team.com
info-hu@1xbet-team.com
info-ind@1xbet-team.com
info-it@1xbet-team.com

Status *
Priority *
Assignee *
client_id *
IP *
useragent *

Notes

Send note

Files

Выбрать файлы | Файл не выбран (Maximum size: 40 MB)

Submit | Preview | Cancel

helpdesk.office.1an/issues/5797058?next_issue_id=5796429&prev_issu

My Issues Home My page Projects Help

Служба поддержки - Проект 1xBet.com Support БУФЕР -

info-en@1xbet-team.com

+ Overview Activity Issues Contacts

Successful update.

Входящие #5797058

Запрос администратору

Added by user api 5 days ago. Updated less than a minute ago.

From denisvammus@gmail.com (denisvammus@gmail.com) 02/27/2021 11:49 PM

Status: Закрота

Priority: Нормальный

Assignee: -

client_id: 115959617

IP: 103.125.235.24

useragent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/53
Chrome/88.0.4324.190 Safari/537.36

location: jp

Time to reaction: about 9 hours

10. UPDATE ADDRESSER CONTACT (IF THE LETTER IS FROM NO-REPLY)

The screenshot displays a helpdesk interface. On the right side, there is a section titled 'Helpdesk reports' with sub-items: 'First response time', 'Busiest time of day', and 'Customer satisfaction'. Below this is the 'Helpdesk contact' section, which features a red-bordered 'Update' button. A red arrow points from the 'Update' button to the contact information below it, which includes a profile icon, the name 'no-reply -', the email 'no-reply@1xbet.com', and a checkmark icon next to the same email address. To the right of the main interface, a yellow highlighted box contains the text 'From no-reply - (no-reply@1xbet.com)'. Below the 'Helpdesk contact' section is the 'Contact activity' section, which shows a list of messages with details such as 'Проект 1xBet.com Support БУФЕР - #5882602: Website message (feedback form)' and the timestamp '03/04/2021 03:34 PM'. A 'Quote' button is visible at the bottom left of the interface.


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"

Customer Satisfaction

Helpdesk contact Update

Helpdesk contact 

no-reply - <no-re... 

Ticket source

Email

2021-03-01

16:07

CC addresses

no-reply -
no-

New contact ✕

Company

First Name *

Middle Name

Last Name

Company

Job title

Phone

Multiple values allowed (comma separated).

Email

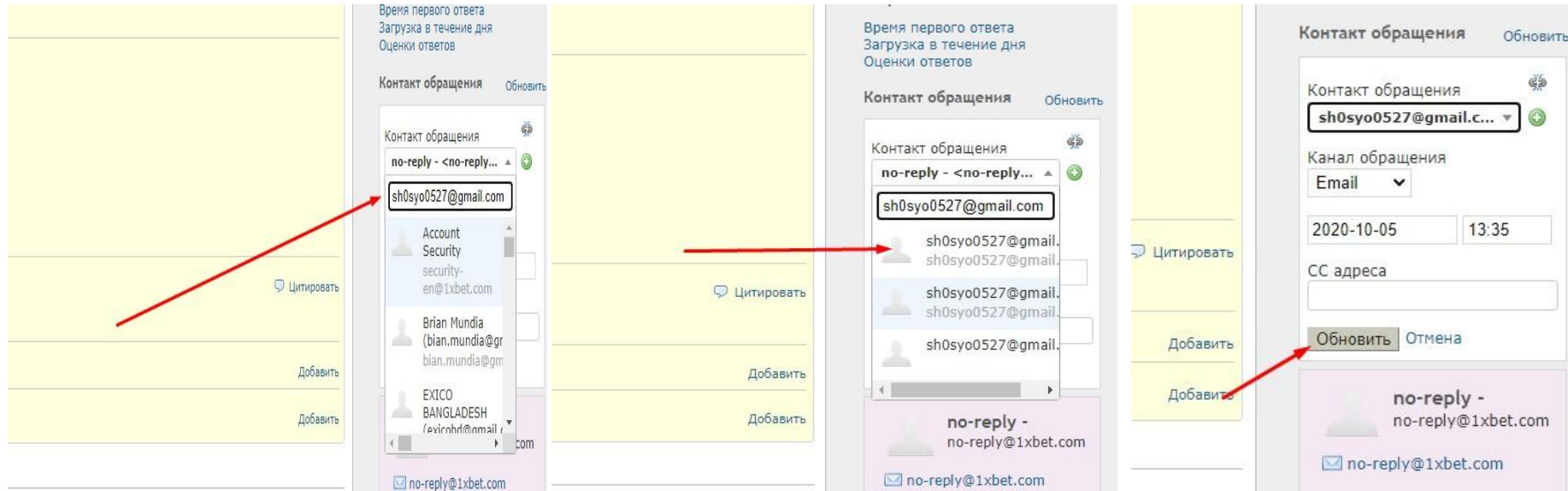
Multiple values allowed (comma separated).

[Show details](#)

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")