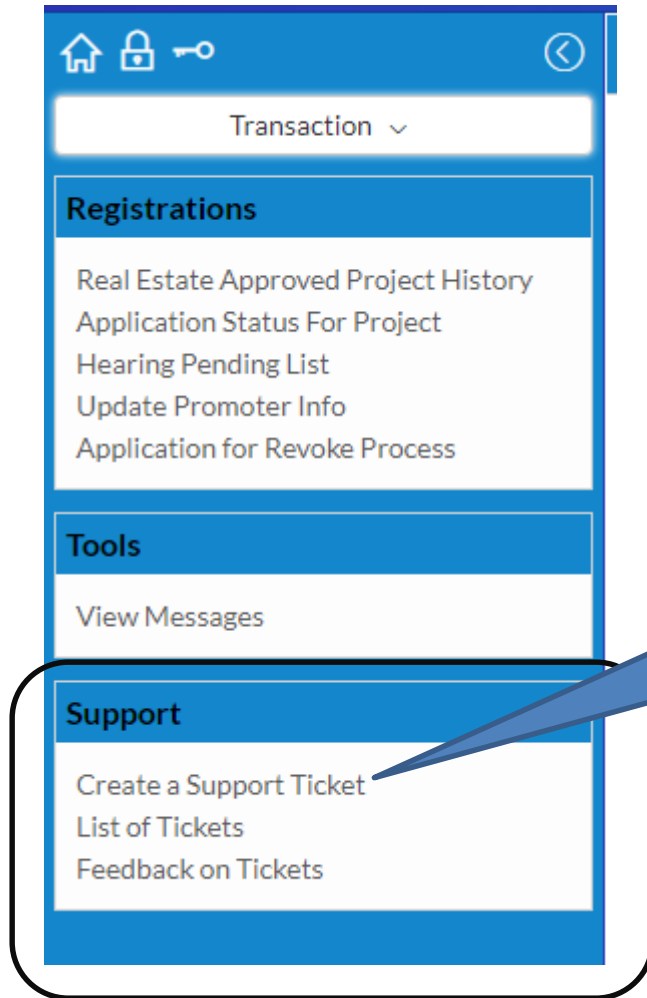


Support Ticket Create



Click on "Create a Support Ticket" link to create a ticket to department

# Support Ticket Create Screen



**West Bengal Housing Industry Regulatory Authority (WBHIRA)**

Welcome Developer 3,  
PROMOTER

<< Create a Support Ticket

Save

TRANSACTION

Basic Info

Ticket No: Auto | Date: 01/10/2019

Subject:  | Select Listed Issue: -- Select --

Details:

Contact Details

Name:  | Mobile No.:  | Email:

Documents Upload

File Description:  | Upload File:  | Allowed Type: pdf

Add

S.No	File Description	Upload File	Allowed Type
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Save

# List of Tickets

After submitting the ticket it will come into “List of Tickets”, the next menu of “Create a Support Ticket”. By default it will display all the Open issues. You can select “Status” on filter to show closed also

The screenshot shows the 'List of Tickets' interface. At the top, there is a blue header with the title 'List of Tickets'. Below the header, there are navigation options: 'Filters 5', 'Print', 'PDF', and 'Excel'. On the right side, it shows 'Total no of records: 3' and 'Page No. 1 of 1'. The main area contains a search filter form with fields for 'Ticket No.', 'Name', 'Mobile', 'Email', and 'Status'. The 'Status' field is a dropdown menu currently set to 'Open'. Below the filter form are 'Search' and 'Clear' buttons. A callout bubble points to the 'Status' dropdown with the text 'Select status to filter'. Below the filter form is a table with the following columns: 'SL#', 'Ticket#', 'Date of Submission', 'Subject', 'Purpose', 'Name', 'Mobile', 'Email', 'Feedback', 'View', and 'Status'. The first row of the table contains the following data: '1', 'HIRA-SUP-00000006', '30/09/2019', 'test 3', 'Agent rectification re-submission issue', a redacted name, a redacted mobile number, a redacted email, 'Reply', 'View Feedbacks', and 'Open'. A callout bubble points to the 'Reply' link with the text 'Click to open reply window'. Another callout bubble points to the 'View Feedbacks' link with the text 'Click to view all feedbacks'.

Select status to filter

Click to view all feedbacks

Click to open reply window

SL#	Ticket#	Date of Submission	Subject	Purpose	Name	Mobile	Email	Feedback	View	Status
1	<a href="#">HIRA-SUP-00000006</a>	30/09/2019	test 3	Agent rectification re-submission issue	[Redacted]	[Redacted]	[Redacted]	<a href="#">Reply</a>	<a href="#">View Feedbacks</a>	Open

# Reply Feedback

Clicking on “Reply” link it will open the below screen to provide any further feedback or reply on feedback etc.

+ Filters (5) | Print | PDF | Excel | Total no of records: 3 | Page No. 1 | of 1

## Support Feedback

Save

Feedback Details

Feedback\*

Set Status\*

Upload Help Documents

File Description

Browse File\*

File Type