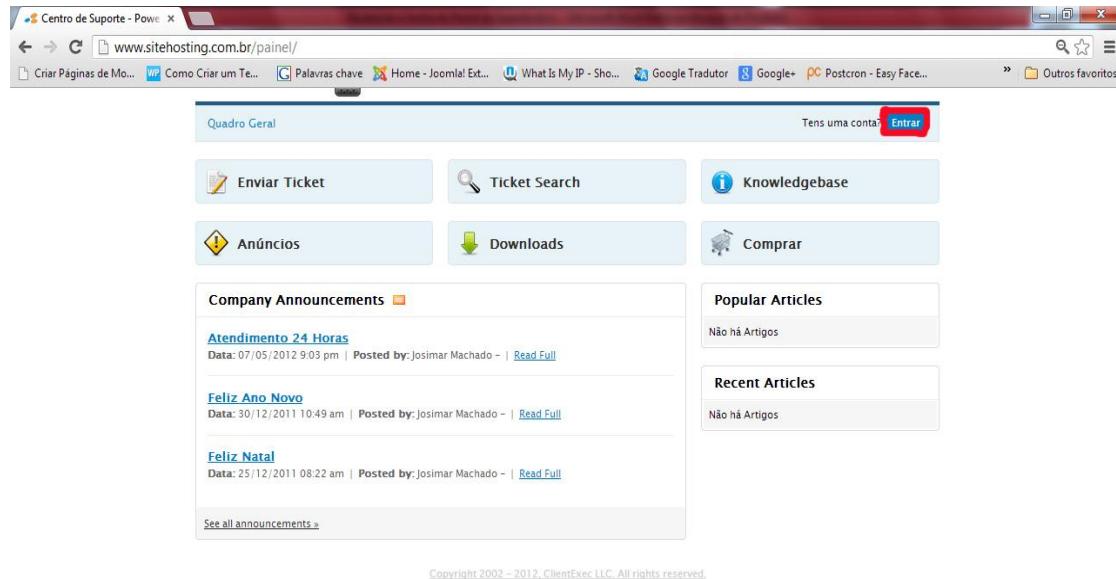


Como criar um “Ticket de Suporte”

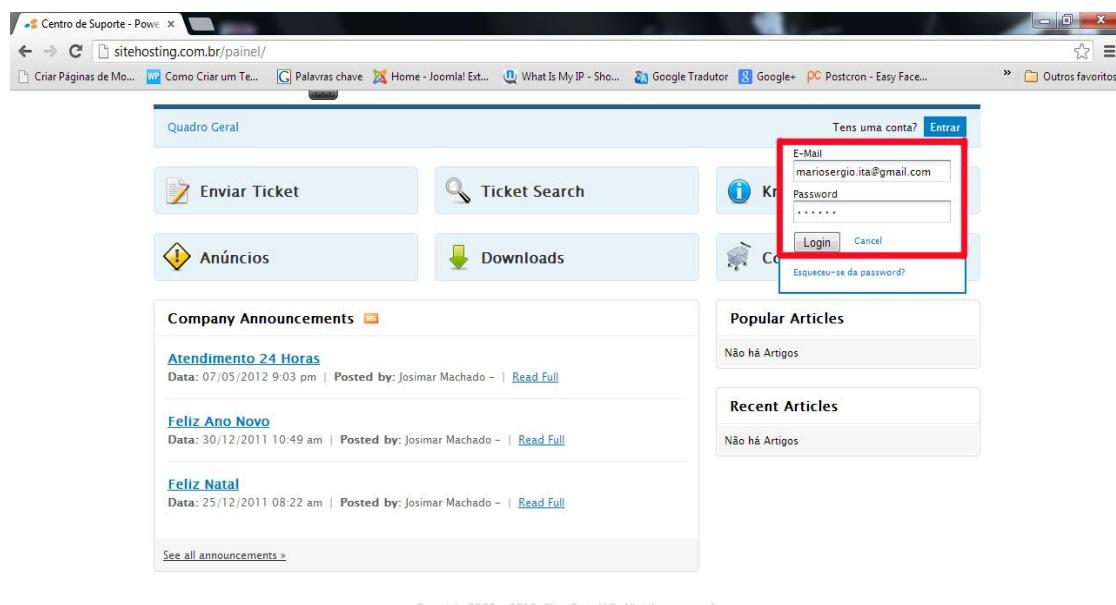
Segue abaixo as instruções para criar um “Ticket de Suporte”!

1º) Acesse o link www.sitehosting.com.br/painel e clique na opção “Entrar”;



The screenshot shows the SiteHosting support center interface. At the top, there's a header with the SiteHosting logo and a search bar. Below the header, there are several buttons: 'Enviar Ticket', 'Ticket Search', 'Knowledgebase', 'Anúncios', 'Downloads', 'Comprar', 'Company Announcements' (with sections for 'Atendimento 24 Horas', 'Feliz Ano Novo', and 'Feliz Natal'), 'Popular Articles', and 'Recent Articles'. The 'Entrar' (Login) button is located in the top right corner of the header area.

2º) Entre com seu “E-mail e Password”;



The screenshot shows the SiteHosting support center login page. The 'Entrar' (Login) button is highlighted with a red box. The login form fields ('E-Mail' and 'Password') are also highlighted with a red box. Below the form, there are 'Login' and 'Cancel' buttons, and a link 'Esqueceu-se da password?'.



3º) Após você entrar com seu dados, você estará logado no painel;

A screenshot of a web browser showing the Sitehosting Streaming Profissional control panel. The URL in the address bar is `sitehosting.com.br/painel/index.php`. The page has a header with links for "Quadro Geral", "Products", "Billing", "Suporte", "Conta", and "Downloads", and a welcome message "Bem-vindo MARIO | Sair". The main content area is divided into several sections: "Latest Announcement" (with a recent post from Josimar Machado), "Outstanding Invoices" (empty), "Most Recent Support Tickets" (empty), and "Account Details" (showing account information for MARIO SERGIO). The "Suporte" tab is highlighted with a red box.

4º) Dentro do painel, clique em “Suporte”;

A screenshot of the same control panel as the previous image, but with the "Suporte" tab highlighted with a red box in the top navigation bar. The rest of the page content is identical to the first screenshot, showing the dashboard with account details and statistics.



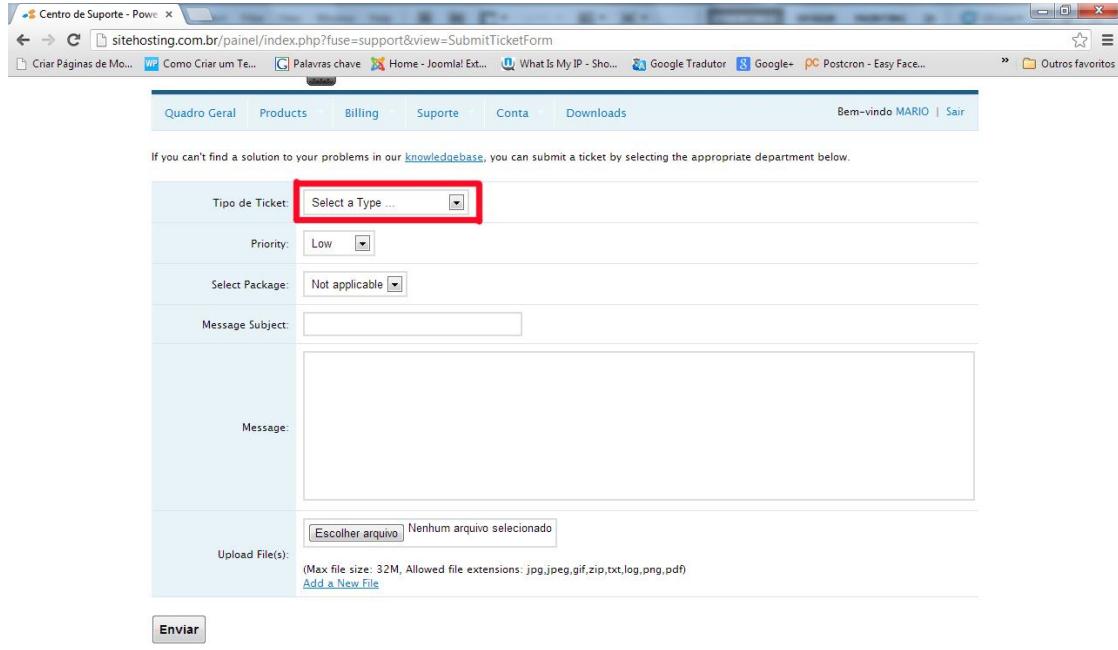
5º) Dentro do menu Suporte, clique em “Enviar novo ticket”;

A screenshot of a web browser showing the Sitehosting support dashboard. The top navigation bar includes links for "Quadro Geral", "Products", "Billing", "Suporte" (which is currently selected and highlighted in blue), "Conta", and "Downloads". The "Suporte" menu has a dropdown arrow pointing down, and the option "Enviar Novo Ticket" is highlighted with a red box. The main content area contains sections for "Latest Announcement", "Outstanding Invoices", and "Most Recent Support Tickets", each with sub-sections and links. To the right, there is a "Account Details" section showing account information like "MARIO SERGIO (MARIO SERGIO)" and "mariosergio.ita@gmail.com", and an "Account Statistics" section showing various metrics such as "Account Status: Activo" and "No. of Active Products: 1".

6º) Neste painel você ira criar seu ticket de suporte;

A screenshot of the Sitehosting support ticket creation form. The top navigation bar is identical to the previous screenshot. The main form area has fields for "Tipo de Ticket:" (Ticket Type), "Priority:" (Priority set to "Low"), "Select Package:" (set to "Not applicable"), and "Message Subject:". Below these is a large "Message:" text area. At the bottom, there is a file upload section with a button "Escolher arquivo" (Select file) and a message "Nenhum arquivo selecionado" (No file selected). Below this is a note "(Max file size: 32M, Allowed file extensions: jpg,jpeg,gif,zip,txt,log,png,pdf)" and a link "Add a New File". A "Enviar" (Send) button is at the bottom left. The bottom of the page includes the copyright notice "Copyright 2002 – 2012, ClientExec LLC. All rights reserved."

7º) Escolha o departamento para qual você deseja enviar seu ticket;



If you can't find a solution to your problems in our [knowledgebase](#), you can submit a ticket by selecting the appropriate department below.

Tipo de Ticket: Select a Type ...

Priority: Low

Select Package: Not applicable

Message Subject:

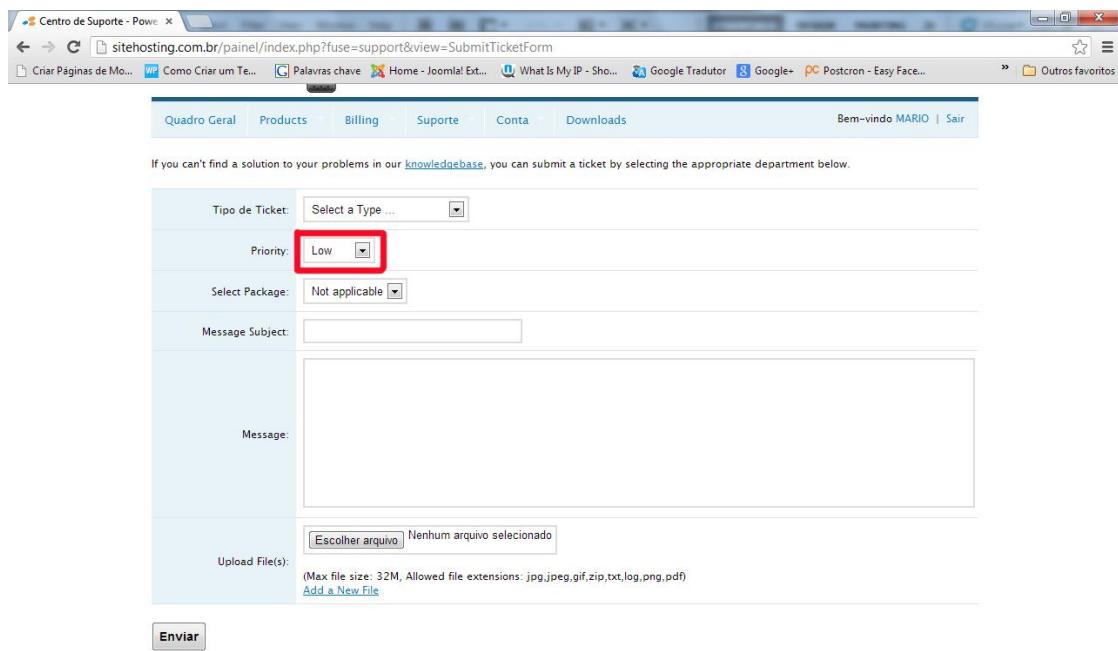
Message:
 (Large text area for message content)

Upload File(s): Nenhum arquivo selecionado
 (Max file size: 32M, Allowed file extensions: jpg,jpeg,gif,zip,txt,log,png,PDF)
[Add a New File](#)

Enviar

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8º) Defina a prioridade de seu ticket;



If you can't find a solution to your problems in our [knowledgebase](#), you can submit a ticket by selecting the appropriate department below.

Tipo de Ticket: Select a Type ...

Priority: Low

Select Package: Not applicable

Message Subject:

Message:
 (Large text area for message content)

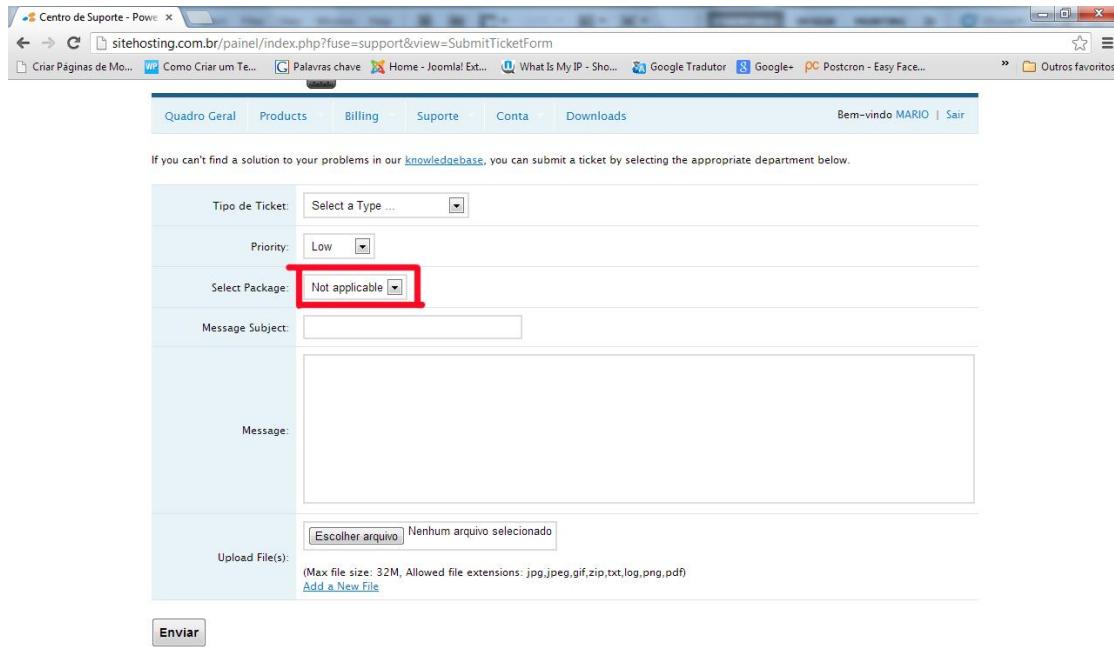
Upload File(s): Nenhum arquivo selecionado
 (Max file size: 32M, Allowed file extensions: jpg,jpeg,gif,zip,txt,log,png,PDF)
[Add a New File](#)

Enviar

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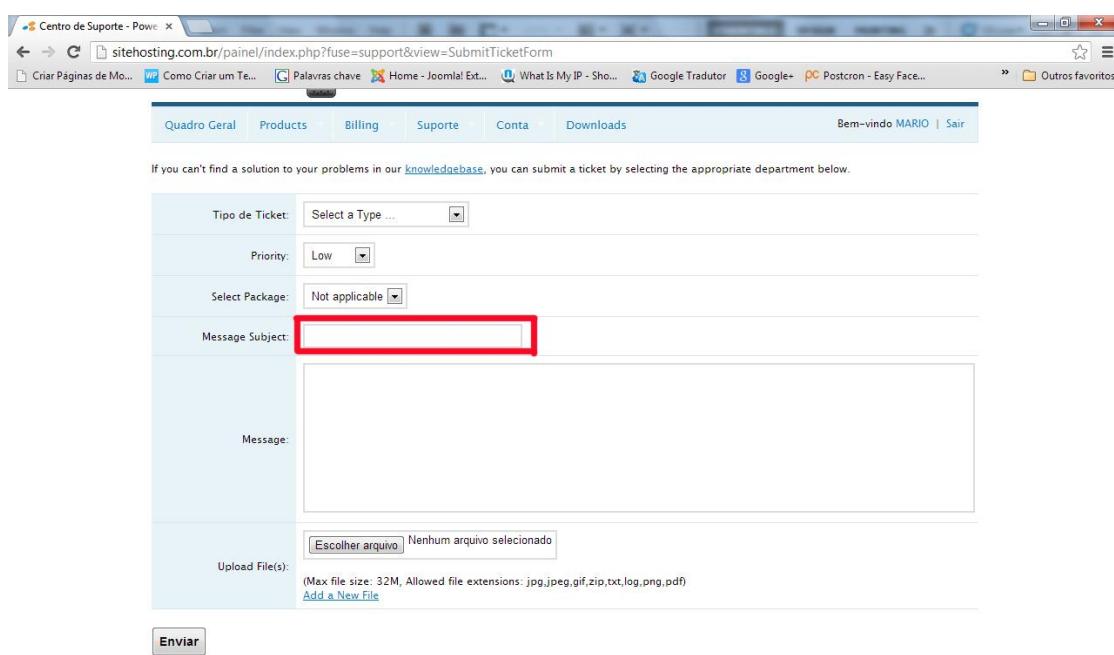


9º) Selecione o seu plano contratado;

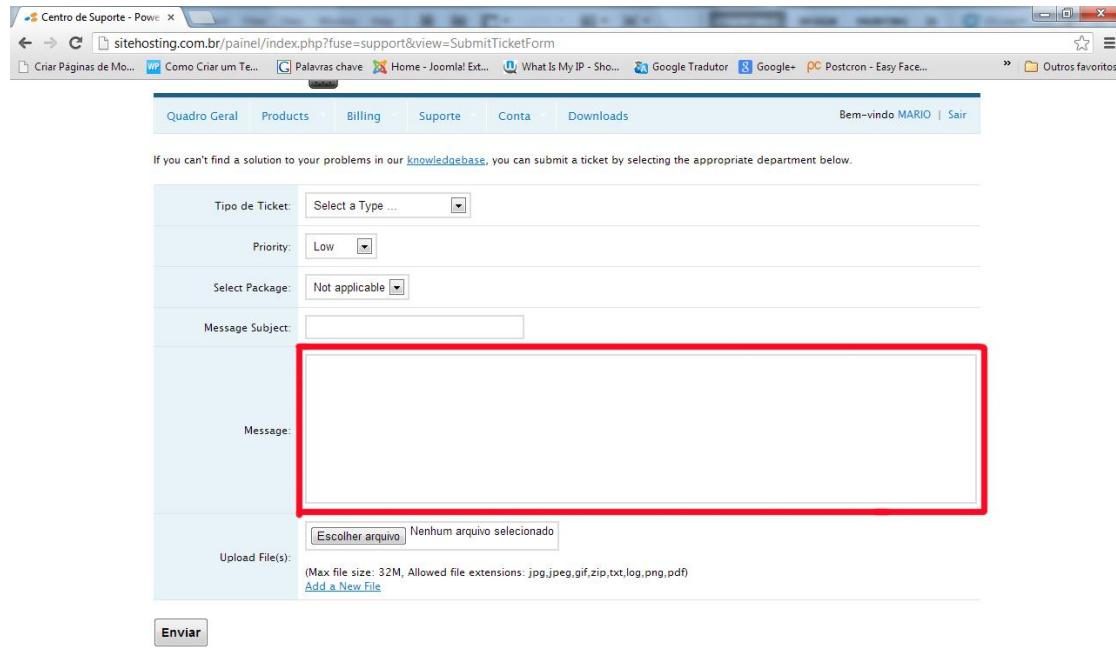


A screenshot of a web browser showing the SiteHosting support ticket submission form. The URL is sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm. The form includes fields for 'Tipo de Ticket' (Ticket Type), 'Priority' (Priority), 'Select Package' (Select Package), 'Message Subject' (Message Subject), 'Message' (Message body), and 'Upload File(s)' (Upload File(s)). The 'Select Package' field is highlighted with a red box. The 'Enviar' (Send) button is at the bottom.

10º) Crie o titulo do seu ticket;



A screenshot of a web browser showing the SiteHosting support ticket submission form. The URL is sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm. The form includes fields for 'Tipo de Ticket' (Ticket Type), 'Priority' (Priority), 'Select Package' (Select Package), 'Message Subject' (Message Subject), 'Message' (Message body), and 'Upload File(s)' (Upload File(s)). The 'Message Subject' field is highlighted with a red box. The 'Enviar' (Send) button is at the bottom.

11º) Escreva tudo que você necessita, dúvidas, problemas, etc;


If you can't find a solution to your problems in our [knowledgebase](#), you can submit a ticket by selecting the appropriate department below.

Tipo de Ticket:

Priority:

Select Package:

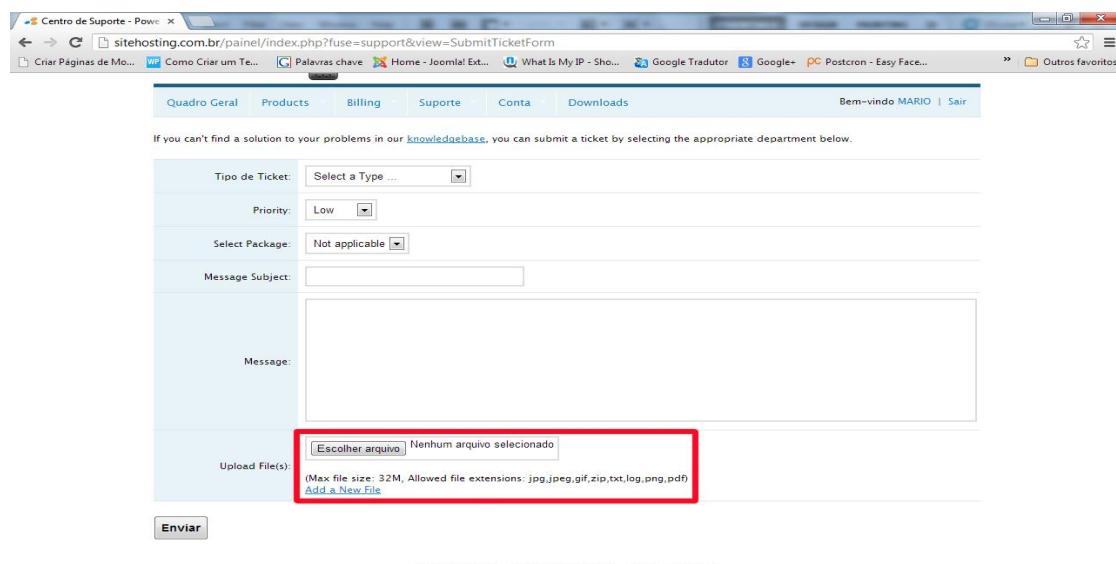
Message Subject:

Message:
 (The large text area is highlighted with a red box.)

Upload File(s): Nenhum arquivo selecionado
 (Max file size: 32M, Allowed file extensions: jpg,jpeg,gif,zip,txt,log,png,PDF)
[Add a New File](#)

Enviar

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12º) Se precisar você pode anexar algum arquivo, comprovantes de pagamento, print de telas de problemas, etc;


If you can't find a solution to your problems in our [knowledgebase](#), you can submit a ticket by selecting the appropriate department below.

Tipo de Ticket:

Priority:

Select Package:

Message Subject:

Message:
 (The large text area is highlighted with a red box.)

Upload File(s): Nenhum arquivo selecionado
 (Max file size: 32M, Allowed file extensions: jpg,jpeg,gif,zip,txt,log,png,PDF)
[Add a New File](#)

Enviar

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13º) Feito todos os passos acima, basta clicar em “Enviar”;

A screenshot of a web browser showing the Sitehosting support ticket submission form. The form includes fields for 'Tipo de Ticket' (Support Técnico), 'Priority' (Low), 'Select Package' (#804 - 200 Tel), 'Message Subject' (Teste), and a large 'Message' area containing 'Teste de envio.'. Below the message area is a file upload section with a button 'Escolher arquivo' (Select file) and a message 'Nenhum arquivo selecionado' (No file selected). The 'Upload File(s)' section also includes a note about file size and extensions, and a link to 'Add a New File'. At the bottom of the form is a red-bordered 'Enviar' (Send) button. The browser's address bar shows 'sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm'.

14º) Quando você clicar em “Enviar” seu ticket será enviado e você deverá aguardar a resposta do “departamento” para qual enviou seu ticket;

A screenshot of a web browser showing the Sitehosting support ticket details page. The ticket information includes: Assunto: Teste, Ticket #: 1912, Priority: Low, Estado: Open, Opened By: MARIO SERGIO, and Plan: #804 - 200 Telespectadores Live - mariosergioteste.com.br. The ticket was Submitted: 19/12/2012 03:45:14 pm. Below this, there is a 'messages' tab, an 'Event Log' section showing 'Teste de envio.' from MARIO SERGIO, and a 'Responder ao Ticket' (Reply to Ticket) area with a file upload section. The browser's address bar shows 'sitehosting.com.br/painel/index.php?fuse=support&view=ViewTicketDetails&ticketID=1912'.



15º) Assim que você enviou o ticket e você saiu do sistema, quando você logar novamente, você irá clicar no numero, ou no assunto de seu ticket, para visualizar a resposta.

The screenshot shows the Sitehosting Support Center homepage. At the top, there is a navigation bar with links for 'Quadro Geral', 'Products', 'Billing', 'Suporte', 'Conta', and 'Downloads'. The 'Suporte' link is highlighted. On the right, there is a 'Bem-vindo MARIO | Sair' message. The main content area includes a 'Latest Announcement' section with a link to 'Estatísticas Streaming' and a 'Most Recent Support Tickets' section. The 'Most Recent Support Tickets' section is highlighted with a red box. It lists a single ticket: # 1912, Assunto: 'Teste', Estado: 'Waiting on customer', and Priority: 'Low'. Below this section is a link 'See all your tickets >'. To the right of the ticket list is an 'Account Details' section with account information and an 'Account Statistics' section with various metrics.

16º) Nosso suporte pode levar no máximo 60 minutos para lhe enviar a sua resposta; Você pode continuar tirando todas suas dúvidas através do mesmo ticket sem precisar criar outro, basta digitar a nova mensagem no campo em destaque e clicar em “Submit Entry”.

The screenshot shows the Sitehosting Support Center ticket detail page. The ticket ID is #1912, titled 'Plano: #804 - 200 Telespectadores Live - mariosergioteste.com.br'. The ticket was opened by 'MARIO SERGIO' on '19/12/2012 03:45:14 pm'. The ticket status is 'Opened Ticket'. A message from 'Mario Sergio' was submitted at '19/12/2012 03:47:07 pm' with the text 'Ok' and 'Qualquer dúvida, estamos a disposição.'. Below this, there is a 'Responder ao Ticket' (Reply to Ticket) section. A red box highlights the text input field where the message 'Pode me tirar uma dúvida?' is typed. Below the input field is a 'Submit Entry' button, which is also highlighted with a red box.