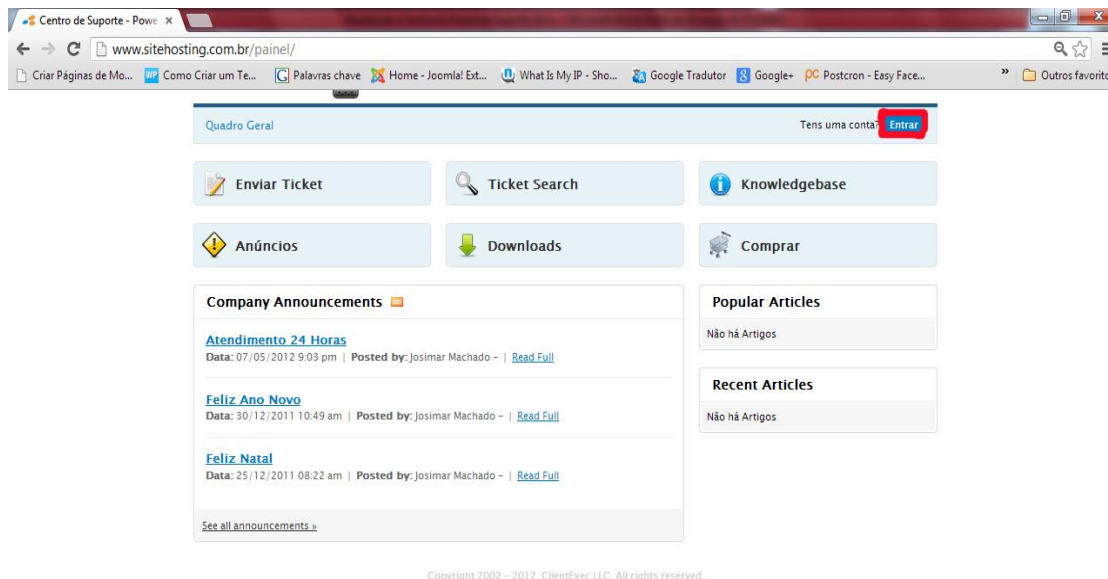


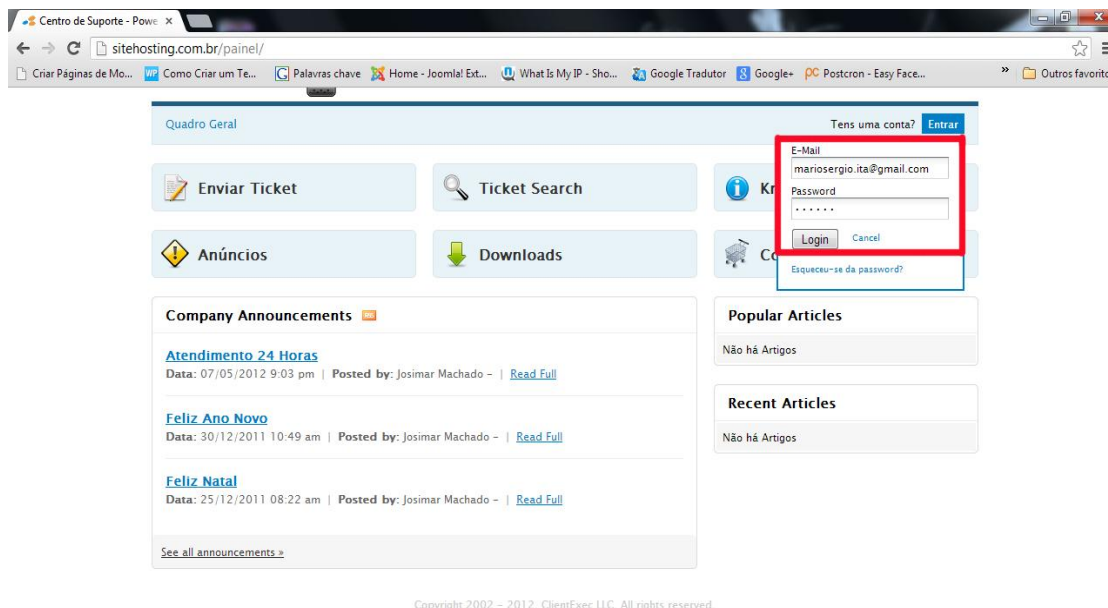
Como criar um “Ticket de Suporte”

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

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



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





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

The screenshot shows the user dashboard for MARIO SERGIO. The top navigation bar includes links for Quadro Geral, Products, Billing, Suporte, Conta, and Downloads. The main content area is divided into three columns. The left column contains sections for Latest Announcement, Outstanding Invoices, and Most Recent Support Tickets. The right column contains sections for Account Details and Account Statistics. The bottom of the page features a copyright notice.

Latest Announcement

[Estatísticas Streaming](#)
Data: 06/09/2012 11:19 am | Posted by: Josimar Machado - | [Read Full](#)
[See all announcements >](#)

Outstanding Invoices

Pagamento #	Quantia	Balance Due	Expira em
There are currently no invoices due			

[See all your invoices >](#)

Most Recent Support Tickets

Ticket	Assunto	Estado	Priority
There are currently no support tickets			

[See all your tickets >](#)

Account Details

MARIO SERGIO (MARIO SERGIO)
mariosergio.ita@gmail.com
dkfjalkfjl, kjfkd,
T, BR
Phone number: 37 87878787
[Edit Your Details](#)

Account Statistics

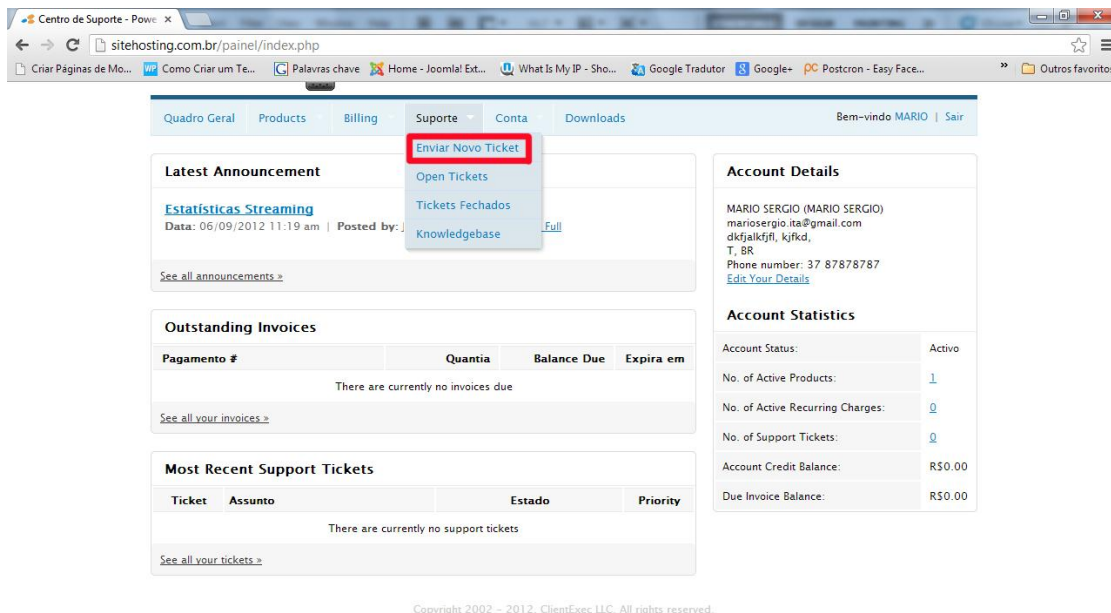
Account Status:	Activo
No. of Active Products:	1
No. of Active Recurring Charges:	0
No. of Support Tickets:	0
Account Credit Balance:	R\$0.00
Due Invoice Balance:	R\$0.00

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

This screenshot is identical to the previous one, but with a red rectangular box highlighting the 'Suporte' link in the top navigation bar.

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



Centro de Suporte - Powe X

sitehosting.com.br/painel/index.php

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

Enviar Novo Ticket

Open Tickets

Tickets Fechados

Knowledgebase

Latest Announcement

[Estatísticas Streaming](#)

Data: 06/09/2012 11:19 am | Posted by: | Full

[See all announcements >](#)

Outstanding Invoices

Pagamento #	Quantia	Balance Due	Expira em
There are currently no invoices due			

[See all your invoices >](#)

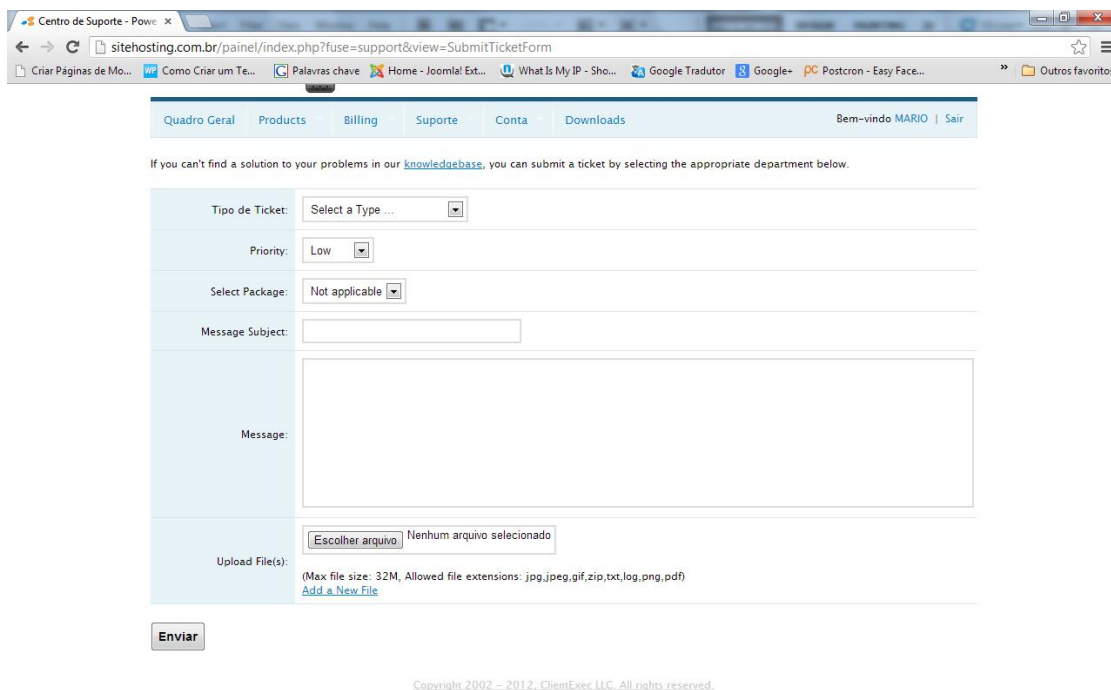
Most Recent Support Tickets

Ticket	Assunto	Estado	Priority
There are currently no support tickets			

[See all your tickets >](#)

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



Centro de Suporte - Powe X

sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

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:

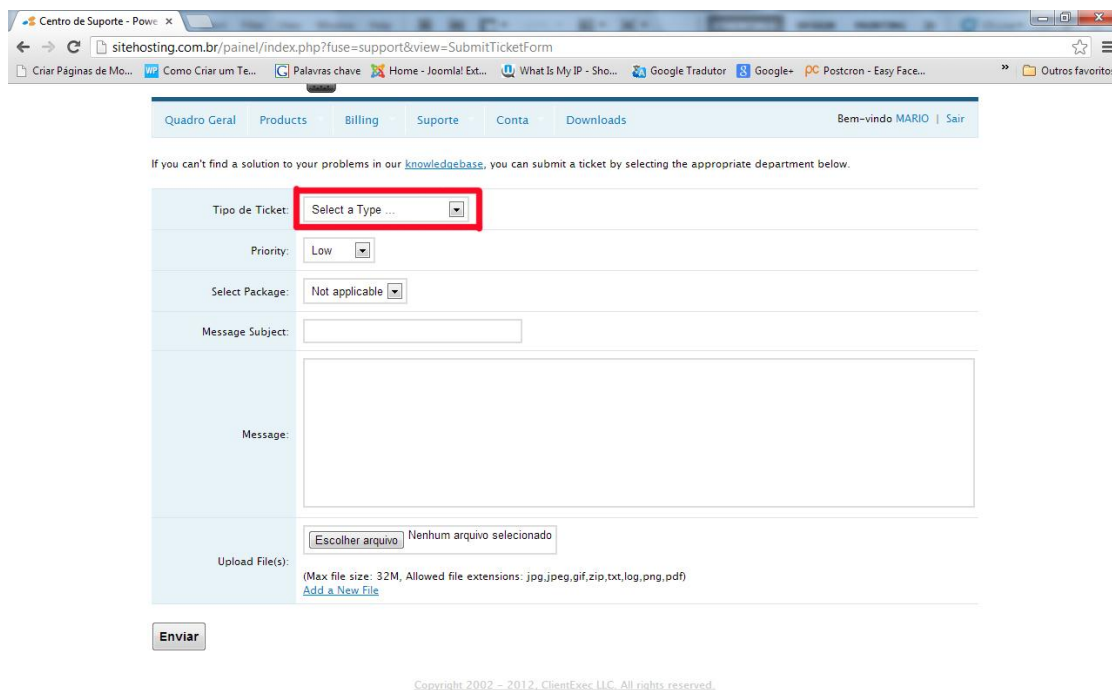
Upload File(s): Nenhum arquivo selecionado

(Max file size: 32M, Allowed file extensions: .jpg, .jpeg, .gif, .zip, .txt, .log, .png, .pdf)

[Add a New File](#)

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



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sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

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:

Upload File(s): [Escolher arquivo](#) Nenhum arquivo selecionado

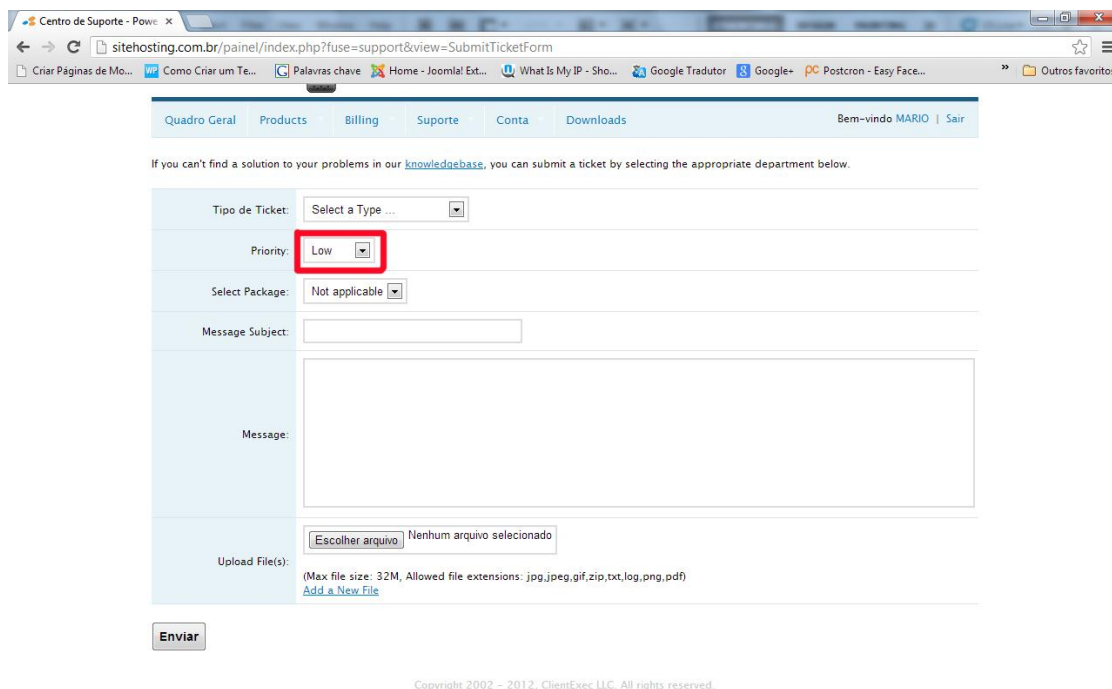
(Max file size: 32M, Allowed file extensions: jpg, jpeg, gif, zip, txt, log, png, pdf)

[Add a New File](#)

Enviar

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8º) Defina a prioridade de seu ticket;



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sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

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:

Upload File(s): [Escolher arquivo](#) 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;

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sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

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:

Upload File(s): Escolher arquivo 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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10º) Crie o titulo do seu ticket;

Centro de Suporte - Powe x

sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

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:

Upload File(s): Escolher arquivo Nenhum arquivo selecionado

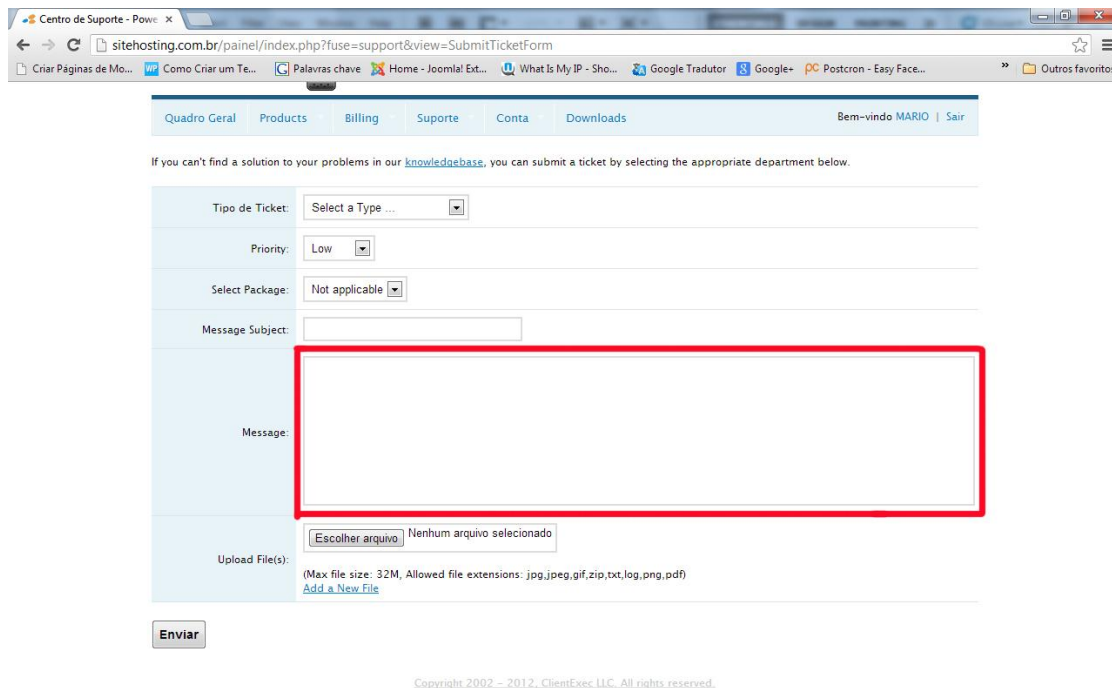
(Max file size: 32M, Allowed file extensions: jpg, jpeg, gif, zip, txt, log, png, pdf)

[Add a New File](#)

Enviar

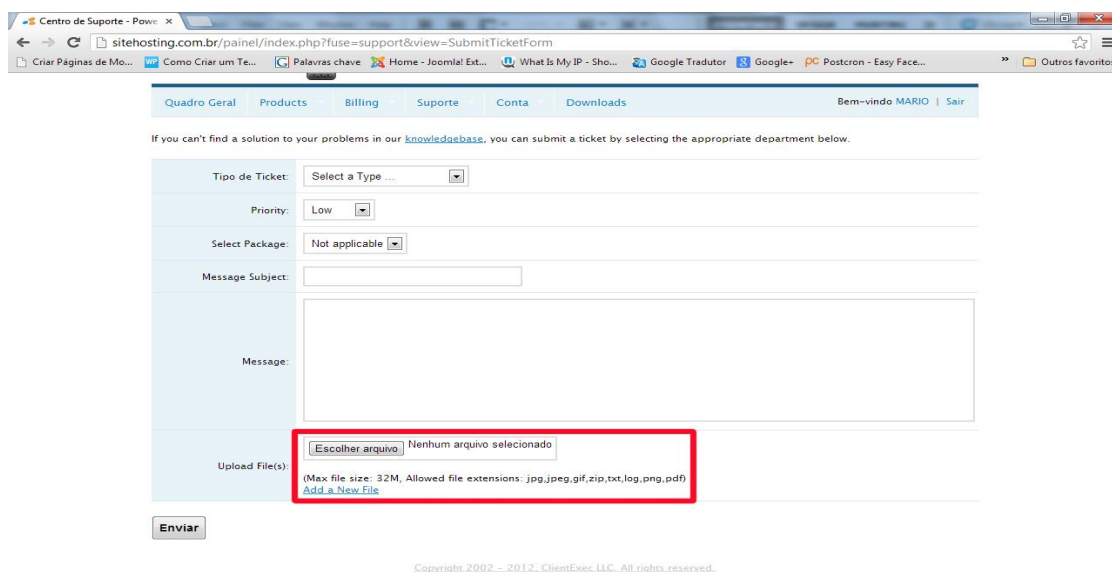
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11º) Escreva tudo que você necessita, dúvidas, problemas, etc;



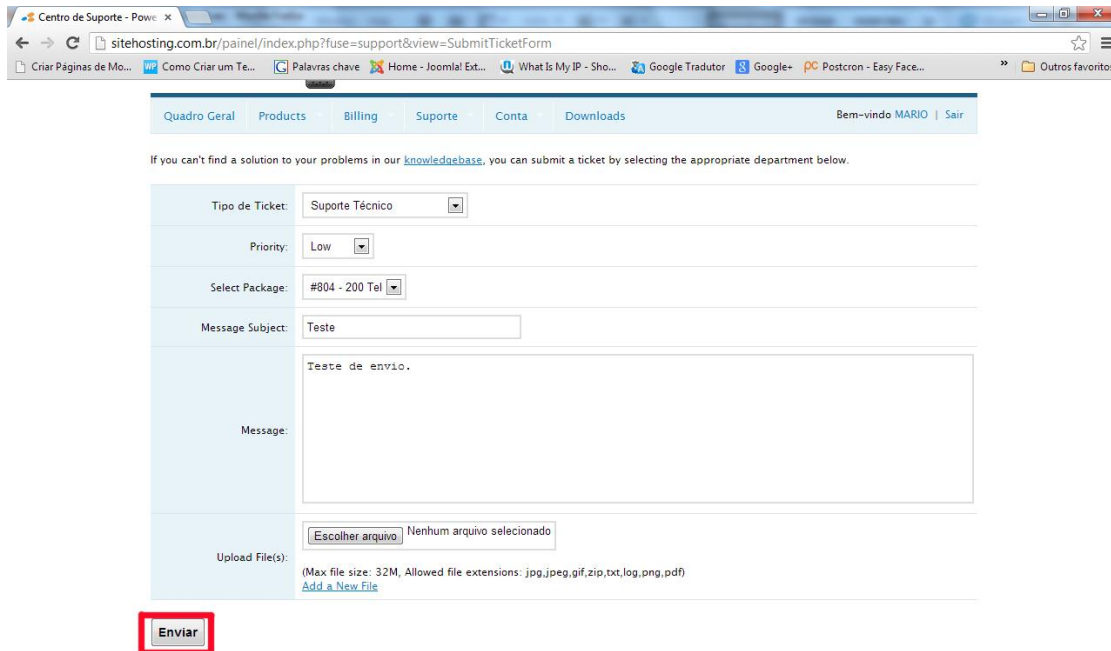
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12º) Se precisar você pode anexar algum arquivo, comprovantes de pagamento, print de telas de problemas, etc;



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



Centro de Suporte - Powe x

sitehosting.com.br/painel/index.php?fuse=support&view=SubmitTicketForm

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

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: Suporte Técnico

Priority: Low

Select Package: #804 - 200 Tel

Message Subject: Teste

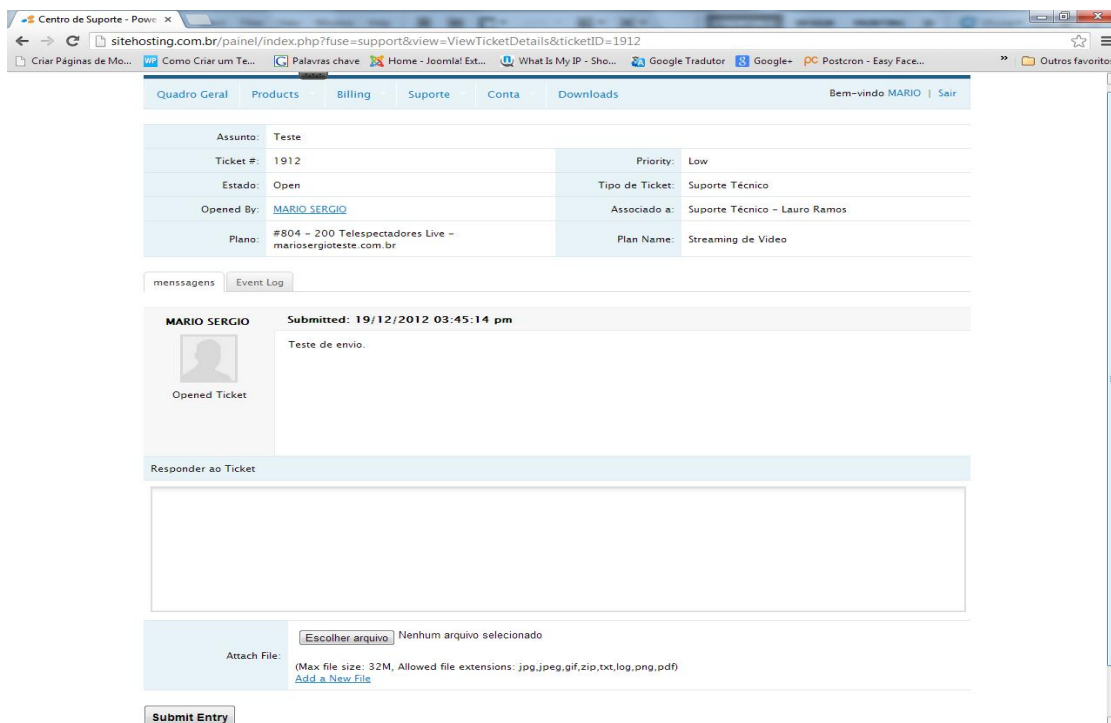
Message: Teste de envio.

Upload File(s): Escolher arquivo 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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14º) Quando você clicar em “Enviar” seu ticket será enviado e você deverá aguardar a resposta do “departamento” para qual enviou seu ticket;



Centro de Suporte - Powe x

sitehosting.com.br/painel/index.php?fuse=support&view=ViewTicketDetails&ticketID=1912

Quadro Geral Products Billing Suporte Conta Downloads Bem-vindo MARIO | Sair

Assunto: Teste	Priority: Low
Ticket #: 1912	Tipo de Ticket: Suporte Técnico
Estado: Open	Associado a: Suporte Técnico - Lauro Ramos
Opened By: MARIO SERGIO	Plan Name: Streaming de Video
Plano: #804 - 200 Telespectadores Live - mariosergioteste.com.br	

mensagens Event Log

MARIO SERGIO Submitted: 19/12/2012 03:45:14 pm
Teste de envio.

Opened Ticket

Responder ao Ticket

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

Submit Entry



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 user dashboard for MARIO SERGIO. The 'Most Recent Support Tickets' section is highlighted with a red box, showing a ticket with ID #1912, subject 'Teste', status 'Waiting on customer', and priority 'Low'. Other sections include 'Latest Announcement', 'Outstanding Invoices', and 'Account Details'.

Ticket	Assunto	Estado	Priority
#1912	Teste	Waiting on customer	Low

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 'Responder ao Ticket' (Respond to Ticket) form for ticket #1912. A red box highlights the text input area where the user can type their response. Below the input area is an 'Attach File' section and a 'Submit Entry' button.

Responder ao Ticket

Pode me tirar uma duvida?

Submit Entry