



What the STS is, how it functions and use

The STS is known as Support Ticket System. This is in place to help iFi / AMR / iClub manage any customer's enquiries and potential faults but via an organised and traceable system.

Ticket creator's point of view – (Customer, Retailer, Distributor)

Anyone who is 'copied' into the ticket – please go to 3

- 1) The ticket creator will come to the support link via ifi-audio.com > Support > Support Centre and will be greeted with the following image.

Link: (<http://support.ifi-audio.com/index.php>)



Sign In

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

Be sure to browse our [Frequently Asked Questions \(FAQs\)](#) before opening a ticket.

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

Be sure to browse our [Frequently Asked Questions \(FAQs\)](#) before opening a ticket



- 2) The ticket creator then files a ticket by selecting 'Open a New Ticket'. This requires a minimum of; Ticket creators name, email address, country, retailer, machine type, serial number, title of enquiry and fault issue.

See red dots on following image

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic: *

Contact Information

Email Address: ●

Full Name: ●

Phone Number: Ext:

Ticket Details

Please Describe Your Issue

Country: ●

Machine Type: ●

Serial Number: ●

If just ask, please fill in "0000"

Retailer Purchased From: ●

Issue Summary: ●

Issue Details:

Details on the reason(s) for opening the ticket. ●

Drop files here or choose them



- 3) Once entered it will then be sent to our system and a copy of the ticket shall be emailed directly to the 'logged' email. For anyone who is 'copied' will also receive a copy.

See image as this is confirmation with ticket number to the ticket creator



tech-cn@ifi-audio.com

To:

This message was identified as spam. We'll delete it after 5 days. [It's not spam](#)

Dear

Our customer care team has created a ticket, [#788832](#) on your behalf, with the following details and summary:

Subject: **O**

Submitted: **01/19/2016 2:34 pm**

O

A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).

Sales and Customer Retention

iFi-Audio

If you wish to provide additional comments or information regarding the issue, please [login to your account](#) for a complete archive of your support requests.

- 4) Await a reply from us. When this comes through and we've replied it will be emailed. **PLEASE NOTE: IT MAY OR MAY NOT BE IN SPAM / TRASH FOLDER – CHECK!**

Re: **O**



tech-cn@ifi-audio.com

To:

[Reply](#) |

Tue 19/01/2016 16:42

This message was identified as spam. We'll delete it after 5 days. [It's not spam](#)

Dear

TEST TEST TEST

iFi-Audio

We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, [login to your account](#) for a complete archive of all your support requests and responses.



- When the customer is ready to reply they must find the email (previous image) and click on the **'login to your account'** – this will take them directly to the ticket and a full transcript is available.

See red

iFi-Audio

We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, [login to your account](#) for a complete archive of all your support requests and responses.

Image: This is the full transcript

Ticket #577392

| | |
|---------------------------------|-------------------|
| Ticket Status: Open | Name: O |
| Department: Sales | Email: [redacted] |
| Create Date: 12/21/2015 8:19 pm | Phone: [redacted] |
| Machine Type: | |
| Serial Number: | |
| Retailer: - | |
| Purchased From: | |

Subject: **TESTING**

| | |
|---------------------|-------------------------|
| 12/21/2015 8:19 pm | |
| TEST | |
| 12/21/2015 9:13 pm | Technical Support 2 iFi |
| TEST | |
| 02/10/2016 11:12 pm | Technical Support 2 iFi |
| test | |

Post a Reply

*To best assist you, we request that you be specific and detailed **

|

Drop files here or [choose them](#)




6) This is repeated until the case is closed or resolved.

iFi Technical Department's point of view

- 1) When a ticket is submitted to us it will go into our 'Open' section - always. This applies for each message that we receive from the customer / distributor / retailer.

See red

Welcome, **Technical Support** | [Agent Panel](#) | [My Preferences](#) | [Log Out](#)

[Dashboard](#) | [Users](#) | **[Tickets](#)** | [Knowledgebase](#)

[Open \(4\)](#) | [Answered \(\)](#) | [My Tickets \(\)](#) | [Closed \(\)](#) | [New Ticket](#)

[advanced]

Open Tickets — Showing 1 - 4 of 4

| | Ticket | Date | Subject | From | Priority | Assigned To |
|--------------------------|--------|--------------------|---------|------|----------|-------------|
| <input type="checkbox"/> | | 02/10/2016 5:24 pm | | | High | |
| <input type="checkbox"/> | | 02/09/2016 6:54 pm | | | High | |
| <input type="checkbox"/> | | 02/09/2016 9:51 am | | | High | |
| <input type="checkbox"/> | | 02/10/2016 3:34 pm | | | Normal | |

Select: [All](#) [None](#) [Toggle](#)

Page: **[1]** [Export](#)

Copyright © 2006-2016 iFi-Audio All Rights Reserved.



2) When we have replied it will go to our 'Answered' section **BUT** the ticket is not 'resolved' or 'closed'. It is open for the ticket creator to reply back to us. Example 4x tickets in 'Open' and we reply to 1x, 'Open' will now show 3x whereas 'Answered' will gain 1x

2B) we do not reply to tickets in 'Answered' but specific ticket numbers and enquiries are recorded from our end to keep track.

See blue

The screenshot shows the iFi Support Ticket System interface. At the top left is the iFi logo and the text "Support Ticket System". On the top right, there is a user greeting: "Welcome, Technical Support" with links for "Agent Panel", "My Preferences", and "Log Out". Below this is a navigation bar with tabs for "Dashboard", "Users", "Tickets" (which is active), and "Knowledgebase". Under the "Tickets" tab, there are buttons for "Open (4)", "Answered ()", "My Tickets ()", "Closed ()", and "New Ticket". A search bar is present with a "Search" button and a "[advanced]" link. Below the search bar, it says "Open Tickets — Showing 1 - 4 of 4" with "Change Status" and "Delete" buttons. A table lists the tickets with columns for Ticket, Date, Subject, From, Priority, and Assigned To. The table contains four rows of data. At the bottom of the table area, there are controls for "Select: All None Toggle" and "Page: [1] Export".

| Ticket | Date | Subject | From | Priority | Assigned To |
|--------|--------------------|---------|------|----------|-------------|
| | 02/10/2016 5:24 pm | | | High | |
| | 02/09/2016 6:54 pm | | | High | |
| | 02/09/2016 9:51 am | | | High | |
| | 02/10/2016 3:34 pm | | | Normal | |

Select: All None Toggle
Page: [1] Export

Copyright © 2006-2016 iFi-Audio All Rights Reserved.

- 3) If an enquiry requires further assistance we shall then assign to the Technical / Engineering Departments.

See red

02/09/2016 9:51 am

Dear David,

Kind regards,

02/10/2016 10:43 pm Ticket Assigned to Technical Support iFi

Text here

Ticket is assigned to Thorsten Loesch

Post Reply | **Post Internal Note** | **Department Transfer** | **Reassign Ticket**

To:

Collaborators: Recipients (1 of 1)

Response:

Start writing your response here. Use canned responses from the drop-down above

- 4) After update from the Department that was assigned we shall reply.

