Working with qt Helpdesk

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THE WORLD OF SAMPLES
REVEALED WITH A CLICK.

Table of Contents

1.1 Login 2

1.2 Create tickets 3

1.3 Review tickets 5

1.4 Close tickets 6

The qt Helpdesk is the new support portal for all customers of the qualitype. This portal is available via this URL: helpdesk.qualitype.de. All customers receive a login to get access to all tickets of your company and the knowledge base.

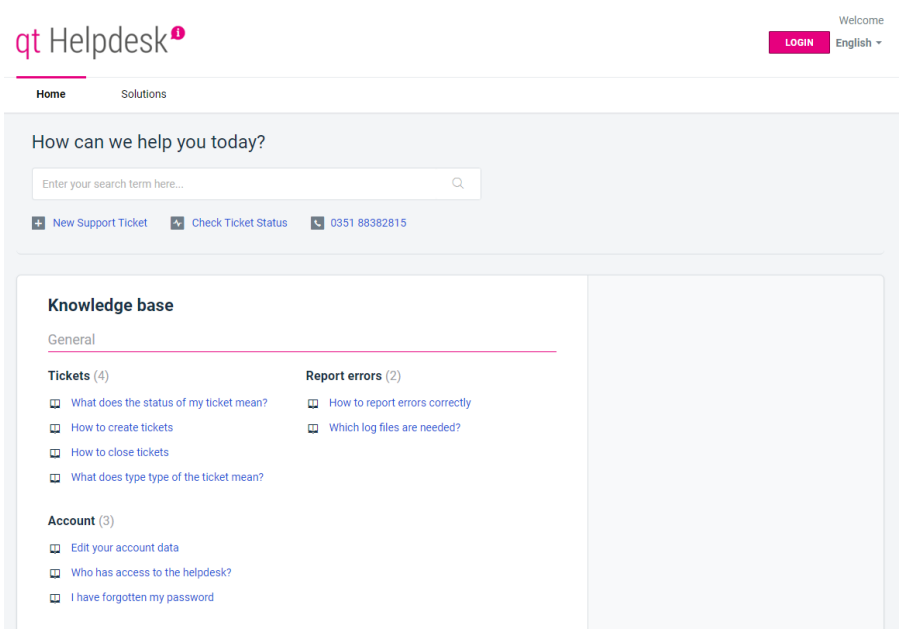
Some help articles are also available without login.

In this document we will give you a brief overview of the most important functions. You can also access the knowledge base on the helpdesk or watch the video on our website.

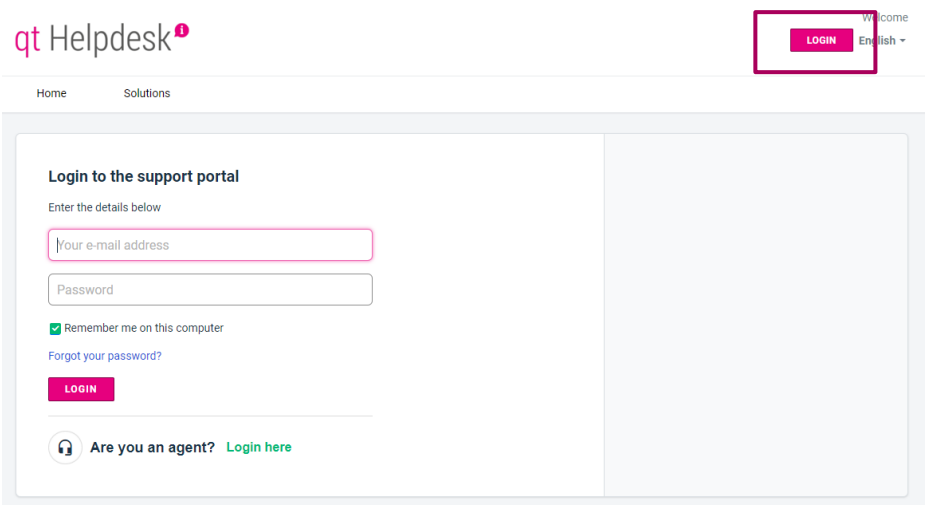
1.1 Login

All customers will receive an E-Mail from us with the login for the qt Helpdesk. If you did not receive an E-Mail, please contact ticketsystem@qualitype.de.

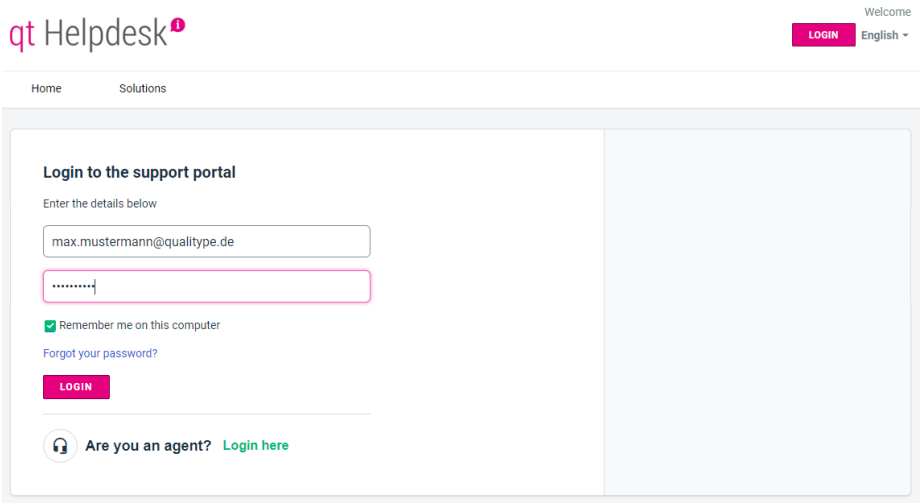
1. Open the Helpdesk: **helpdesk.qualitype.de**



2. Select **Login**. The Login page opens.



3. Enter you login data.



1.2 Create tickets

You have contact us via one of these options:

- E-Mail
- Telephone
- Helpdesk ticket

1.2.1 E-Mail

Send us an E-Mail to ticketsystem@qualitype.de.

All E-Mails sent to this address are automatically transformed to tickets in the helpdesk. If the Helpdesk received the E-Mail, you will get an automatic reply.

1.2.2 Telefon

Our support number has not changed. You can contact us via +49 351 88382815.

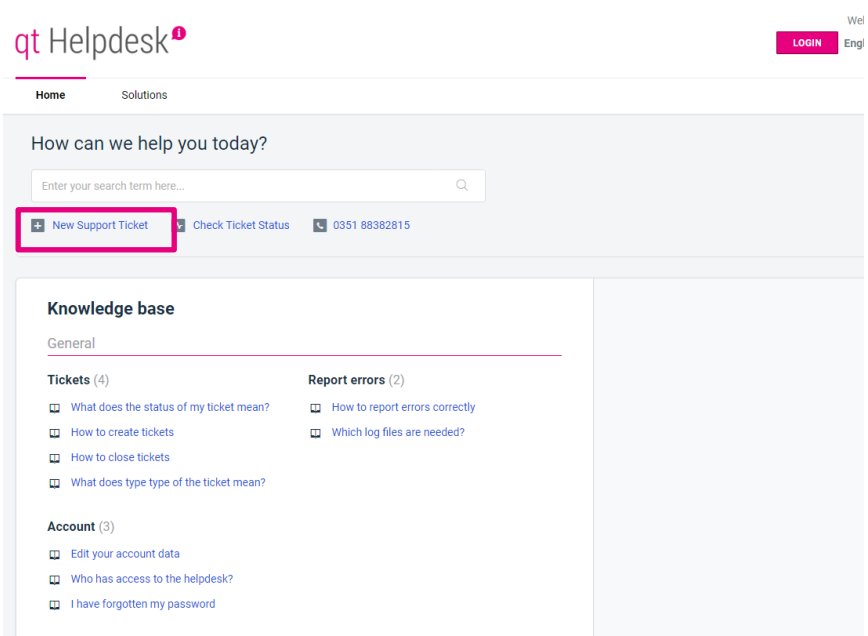
1.2.3 Helpdesk-Ticket

Go to the qt Helpdesk and create a ticket.

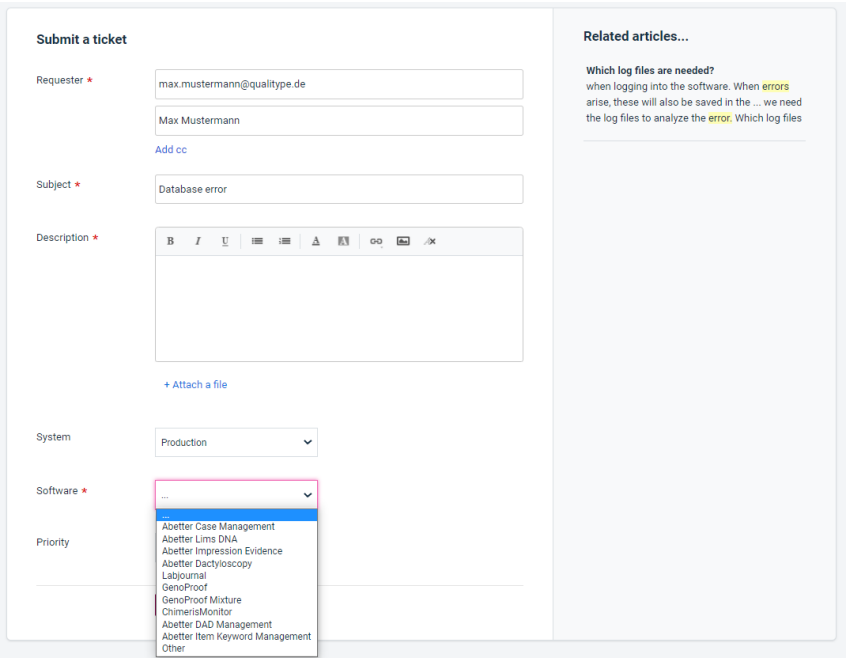
In these tickets, you can supply our support team with more information to priority, the system and the software. With this option, we can help you faster.

You do not need to be logged in to create a ticket, but when you are logged in, some information is prefilled.

1. Select **New Support Ticket**.
   A form opens.



2. Fill in the fields for your request. Solutions from the knowledge base are shown on the right.

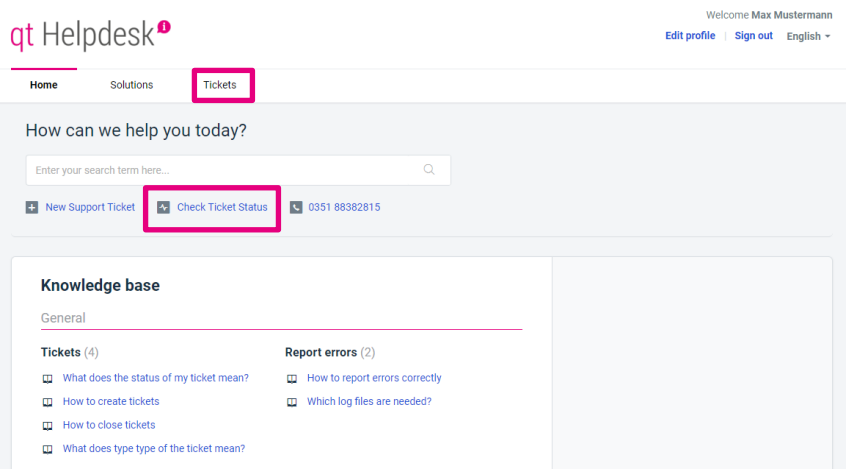


3. Select **Submit**.

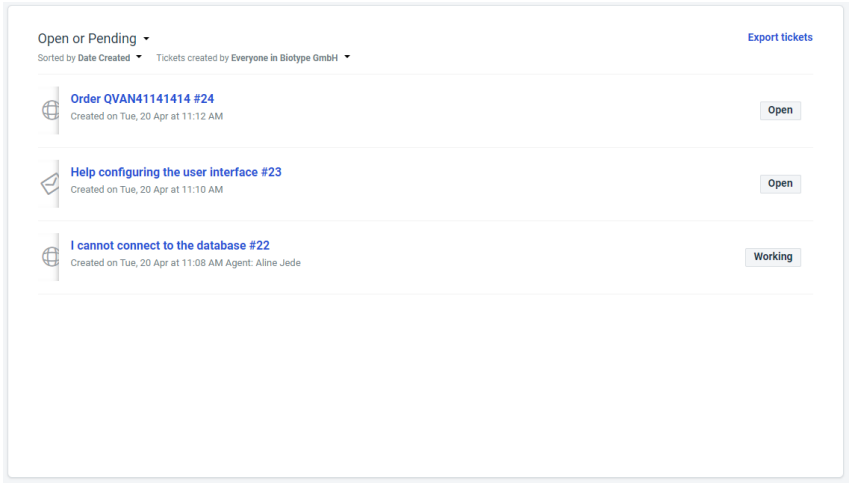
1.3 Review tickets

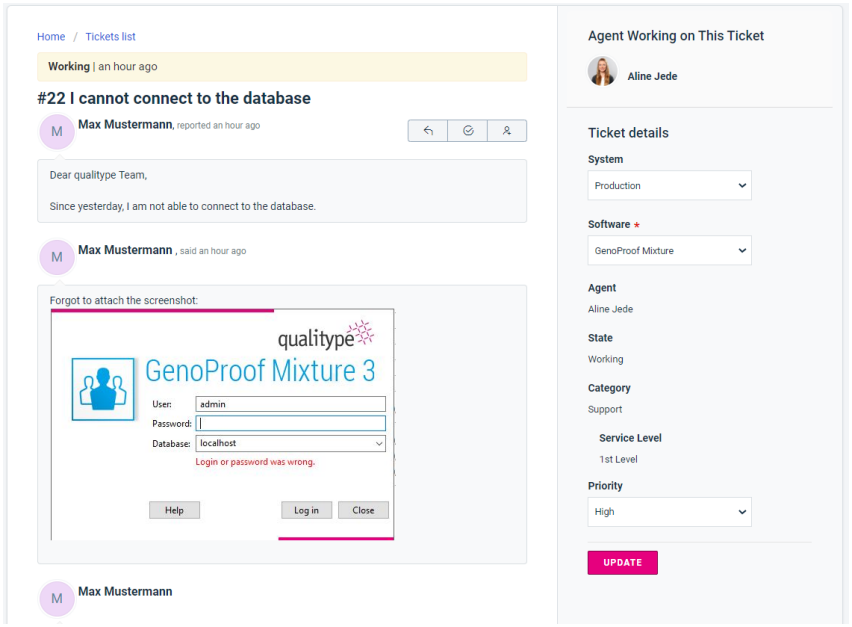
When you are logged in, you can review the status of the ticket.

1. Select **Tickets**. An overview of all the tickets opens. Optional: Select **Check Ticket Status**.



2. Select a ticket.
   The details of the ticket open.





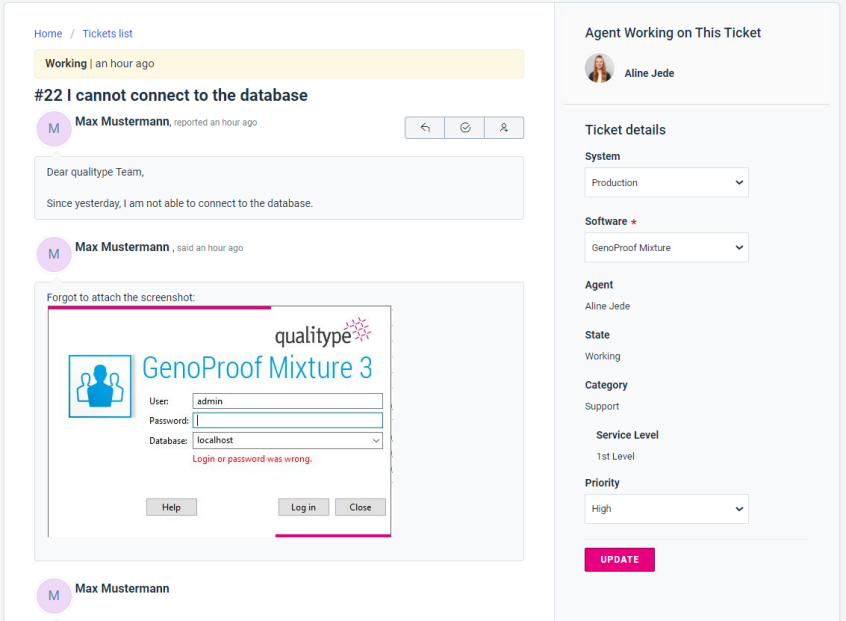
An explanation of the available fields can be found in the knowledge base in these articles:

- What does the status of my ticket mean?
- What does the type of the ticket mean?

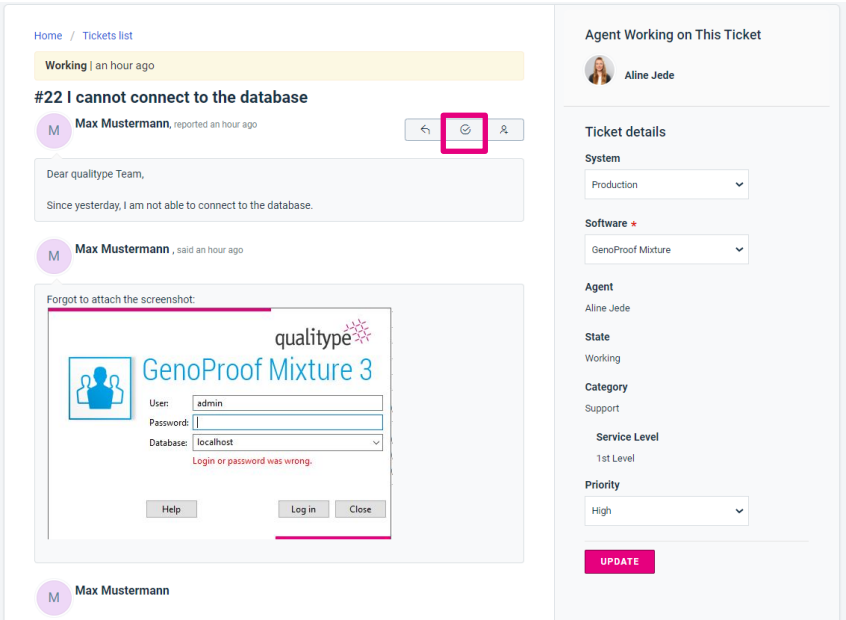
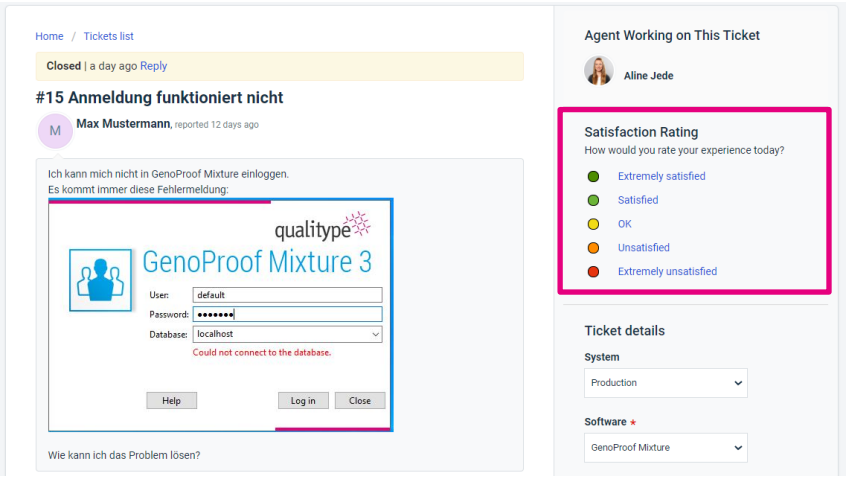
1.4 Close tickets

You can close tickets, when you are logged in the helpdesk.

1. Open a ticket in the ticket overview.



2. Select the **Close** symbol.
   The agent will be informed of the status change.



3. Rate your experience, so we can improve our support.