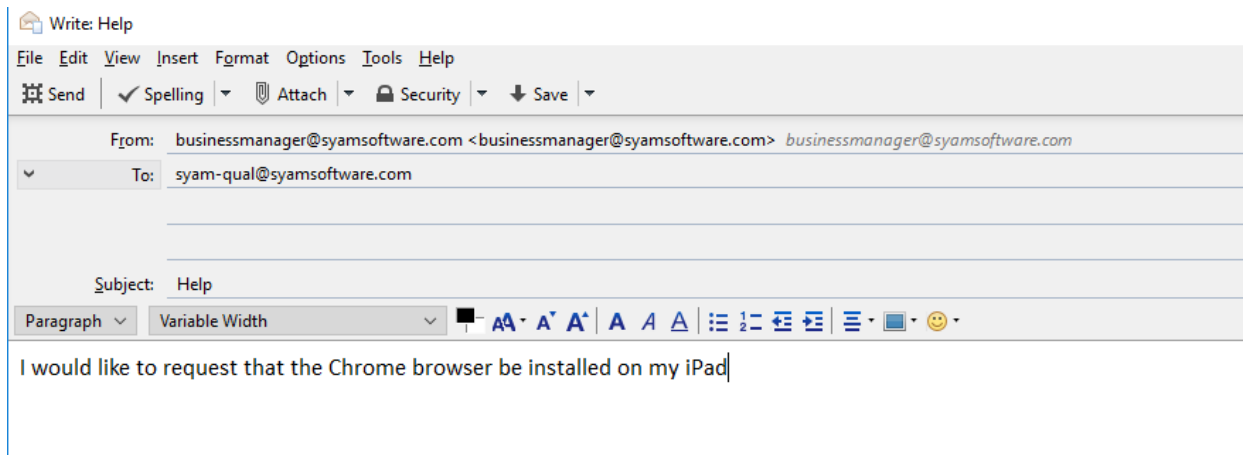




## Quick Reference Auto-Ticketing from Email

End users can send an email to a defined Help Desk email address which will then create a ticket for them.

The subject line is ignored and the email body is used for the issue summary so it is recommended to remove signatures



The end user can add attachments or paste a screen shot into the email. These will be added in the ticketing system as attachments.



## Quick Reference Auto-Ticketing from Email

The ticket is automatically created and a Ticket Notification email is sent to the end user confirming their request.

From: syam-qual@syamsoftware.com ✨  
Subject: **Ticket Confirmation: #2546**  
To: Me <businessmanager@syamsoftware.com> ☆

This is confirmation of your ticket submitted through email on: **2017-Feb-22 12:58:26 PM.**

Your ticket ID number is # 2546

Issue reported;

**I would like to request that the Chrome browser be installed on my iPad**

We expect to have your issue resolved by **2017-Feb-22 06:58:25 PM**

***Please reply to this email or access the Self Service Portal if you need to provide further information.***

We have the following contact information for you;

businessmanager

businessmanager@syamsoftware.com

Ext 223

Regards

SyAM Help Desk

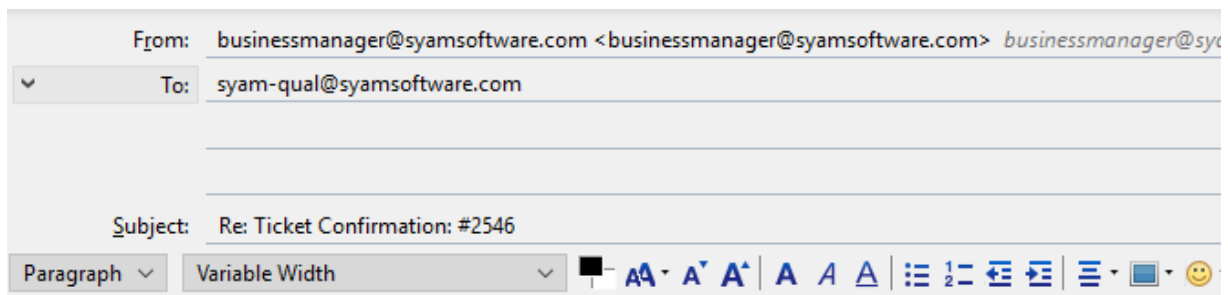
[Access the Self Service Portal](#)



## Quick Reference Auto-Ticketing from Email

The end user can reply to the email with additional information if required

As the email body is used for the comment it is recommended to remove all content after the comment being sent in the reply



The Serial number is 12345678|

They must reply to a notifications email as it contains the Ticket number that is to be updated with their comment.

Closed Tickets do not accept email replies.



## Quick Reference Auto-Ticketing from Email

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The ticket is automatically updated with the additional information inserted as a comment.

A Ticket Change Notice email is sent to the end user confirming their comments.

---

From syam-qual@syamssoftware.com ✨  
Subject **Ticket Change Notice (# 2546)**  
To Me <businessmanager@syamssoftware.com> ☆

---

The following changes have been made to your Ticket # **2546**

#### User Comment

The Serial number is 12345678

Ticket changed by user: businessmanager

#### Ticket Changes

We expect to have your issue resolved by 2017-Feb-22 06:58:25 PM

***Please reply to this email or access the Self Service Portal if you need to provide further information.***

Regards

SyAM Help Desk

[Access the Self Service Portal](#)

<http://192.168.200.42/SelfService/index.aspx>