

Client ticket creation

Step 1: Flow of registration

Home ▶
CREATE A TICKET

How to create a ticket or raise a complaint at **XXX Ltd?**




CREATE A TICKET

Step 2-option 1: If not existing client details based on user information to be filled

If you click No....

Home ▶
CREATE A TICKET



You have Account in **XXXX** No Yes


Name* Email Id* Pan No* Mobile No*

Description of the Issue you are facing*

If you want to add an image related to the issue No file chosen

Step 2-option e: If already a existing client, registration based on client id

If you click Yes....



You have Account in **XXXX** No Yes

Client Name* Client Code* Email Id*

Description of the Issue you are facing*

If you want to add an image related to the issue No file chosen

Step 3: After useful submission Compliance department or admin will be notified through email will unique ticked



You have Account in **XXXX** No Yes

Client Name* Client Code* Email Id*

Description of the Issue you are facing*

If you want to add an image related to the issue No file chosen

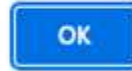
Step 4: Check ticket status

Check Status

After receiving this alert, check the complaints resolved ticket

www.com says

The complaint in the ticket no : (KMP638273618749636273) is Resolved...



Check the complaints not resolved ticket after obtaining this alert.

www.com says

Your Ticket (KMP638272563968839077) Status is Pending...



Complaint portal-Workflow Diagram

Ticket creation
work flow

