

?How can Users View and Manage Tickets on the Help Center

End-Users - (.) تعليقات - Karsten Lloyd - 2023-08-17

Registered Users can log into the **Help Center** to view and respond to any tickets they have raised. To access their tickets, they can click on **My Tickets** from their user **:dropdown** in the top right, highlighted in red below



:The tickets will be split into 3 sections

You need to respond - Tickets that are awaiting a response from the **user**. There .1
.is also an alert above the table regarding tickets the user needs to respond to

.We will respond - Tickets that are awaiting a response from the **agent** .2

.(Resolved - Tickets that have been closed (either by the agent **or** user .3



The user can click on any of the tickets to view the full history of the ticket

