



HOW TO CREATE A TICKET

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Create A Ticket](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

<https://www.fusionconnect.com/support/portal-support>



How do I create a Ticket?

You can create a new ticket by selecting the **+ New Ticket** button.

Tickets

Open
2

+ New Ticket

Ticket Id	Site	Category	Open Time
AN10312340	Billy Fisher	Voice Repair	12/14/2023 7:38:49 AM
10279053	Billy Fisher		08/30/2023 12:32:17 PM

1 - 2 of 2

[View Tickets >](#)

A new tab will open. Select the site you want to create a ticket for by clicking on the **three-dot menu** button beside **Select Site**.

Corporate Account For Cloud Ser Customer Overview

Add Customer Ticket

Select Site * [dropdown] [three-dot menu]

Category * [dropdown]

Contact Phone * [input]

Please enter contact phone with country code. E.g. +1

LSN/Service * [dropdown]

Sub-Category * [dropdown]

Contact Name * Billy Fisher

Description [text area]

Create Cancel

Next, select the Service you want to create the ticket for by clicking on the **three-dot menu** to the right of **LSN/Service**.

Select Site * Billy Fisher

Category * [dropdown]

Contact Phone * [input]

Please enter contact code. E.g. +1

Description [text area]

Use Cu

0 Selected

Cancel

LSN/Service * [dropdown] [three-dot menu]

Category * [dropdown]

Contact Name * Billy Fisher

Ticket Service

Voice

Create Cancel

Next, select the **Category** by clicking on the **three-dot menu** on the right.

Select Site * Billy Fisher

Category * [Red box highlights three-dot menu]

Contact Phone * [Red box highlights three-dot menu]

LSN/Service * Voice

Sub-Category *

Contact Name * Billy Fisher

Please enter contact phone with country code. E.g. +1

Description

Note: The Categories will be dependent upon the services you have at the site so choose the most appropriate for the service you want to open a ticket on. For instance, if you only have Voice at the site, you will select Voice Admin or Voice Repair. If you have Internet, you will choose Access. If you have Billing, you will select Billing Questions, or if you have Hosted Services at that site, select it and etc.

Select Site * Billy Fisher

Category * [Ticket Categories dropdown open]

Contact Phone * [Red box highlights three-dot menu]

LSN/Service * Voice

Sub-Category *

Contact Name * Billy Fisher

Please enter contact phone with country code. E.g. +1

Description

0 Selected

Cancel

Create Cancel

Then, select the **Sub-Category** by clicking the **three-dot menu** on the right.

Corporate Account For Cloud Ser Customer Overview

Select Site * Billy Fisher : LSN/Service * Voice :
Category * Voice Repair : Sub-Category * :
Contact Phone * : Contact Name * Billy Fisher

Please enter contact phone with country code. E.g. +1

Description

Note: The Sub-Category will be dependent upon the Category that was selected previously.

Ticket Subcategories

- CCaaS Enterprise (Talkdesk)
- CCaaS Premium (Broadworks)
- CCaaS Professional (CallCorp)
- Call Completion Issues - Full Site
- Call Completion Issues - Single/Multiple Users
- Call Flow Services Issue (AA/HG/CC)
- Call Quality Issues - Full Site
- Call Quality Issues - Single/Multiple Users

0 Selected

Cancel

Next, enter your **Contact Phone** number (including the +1) and a **Description** of the trouble you are having, including specific details about the numbers and extensions involved, or what exactly is happening.

Select Site * Billy Fisher : LSN/Service * Voice :
Category * Voice Repair : Sub-Category * Voice Down :
Contact Phone * Please enter contact phone with country code. E.g. +1
Contact Name * Billy Fisher

Description

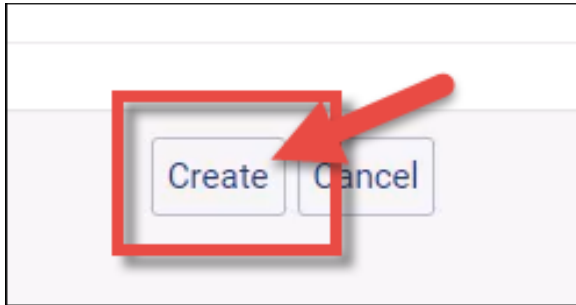
Then, in the Access Hour section, you can choose to **Use Custom Service Hours** by entering a **checkmark** in the box. Select the Time Zone, days of the week and Start and End times of when you can be contacted or someone is available at the location.

Description

Access Hour

The times below are shown in your browser's time zone.
Use Custom Service Hours
Pacific
Day: Mon-Fri Start: 6:00 PM End: 3:00 AM

Then, click the **Create Ticket** button at the bottom.



You can also create a ticket in another way. From your dashboard, go to the Services tile and select the service you want to create a ticket for. For instance, if you want to create a ticket for your voice service, click the Unified Communications section.

A screenshot of the Fusion Connect dashboard. The top navigation bar shows 'Corporate Account For Cloud Ser Customer Overview'. The main content area is divided into several sections: 'Sites', 'Billing', 'Services', 'Orders', and 'Disconnects'. The 'Sites' section shows a summary of 8 total sites with 0 down, 0 alarm, 0 off, and 0 inactive. Below this is a table of sites. The 'Services' section is a grid of tiles for different services: Internet (1), Managed Network & Security (1), Unified Communications (6), IT Software & Services (5), and WiFi (0). The 'Unified Communications' tile is highlighted with a red box and a red arrow pointing to it. The 'Orders' section shows 0 in progress and 15 completed orders. The 'Disconnects' section shows 'No Records Found'.

Site	Account Number	City
Ashley Palacol	3418205	HERND
Billy Fisher	3850266	HERND
Billy Fisher LITTLE RIVER	3992460	LITTLE

Then, select the Service by clicking the **three-dot menu** beside the Site name and then click on **Create Ticket**.

Site	Service
Ashley Palacol	FusionWorks (M)
Billy Fisher	FusionWorks (M)
Pleasanton Office	FusionWorks (M)
Wallingford Office	FusionWorks (M)

Then complete the ticket. Select the **Category** by clicking on the **three-dot menu** on the right.

Select Site * Billy Fisher

Category * [Dropdown Menu]

Contact Phone * [Input Field]

Please enter contact phone with country code. E.g. +1

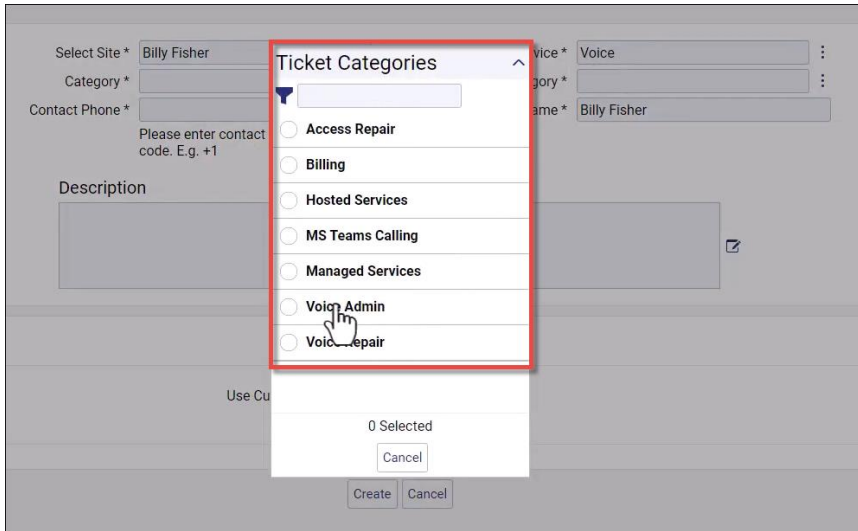
LSN/Service * Voice

Sub-Category * [Input Field]

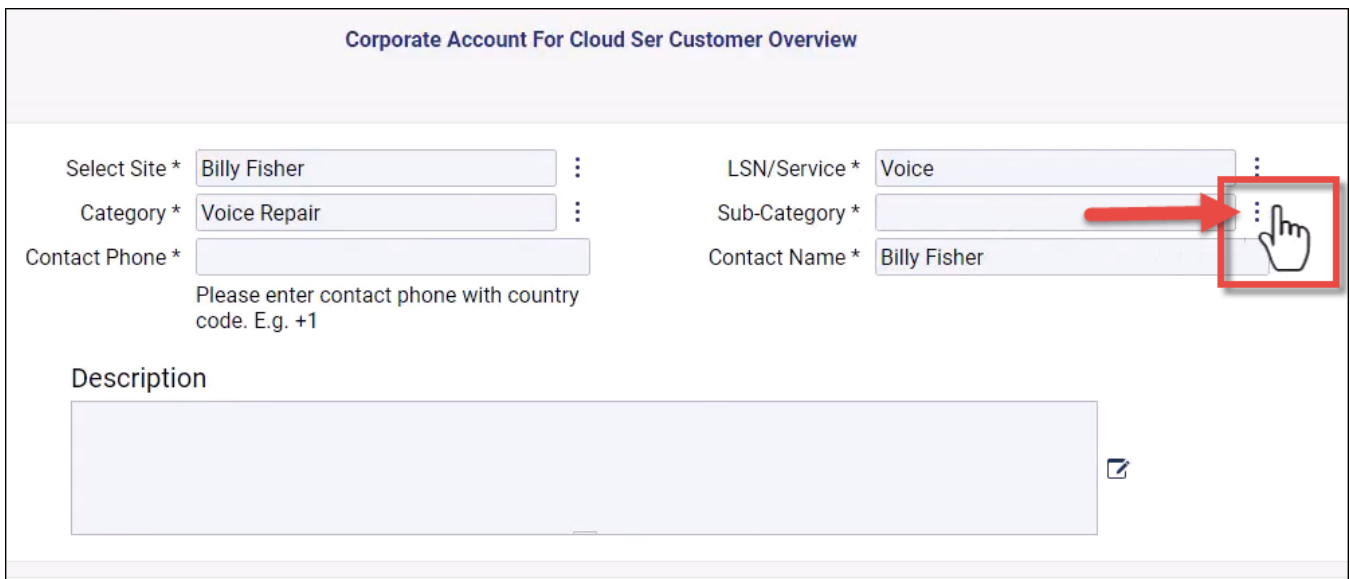
Contact Name * Billy Fisher

Description [Text Area]

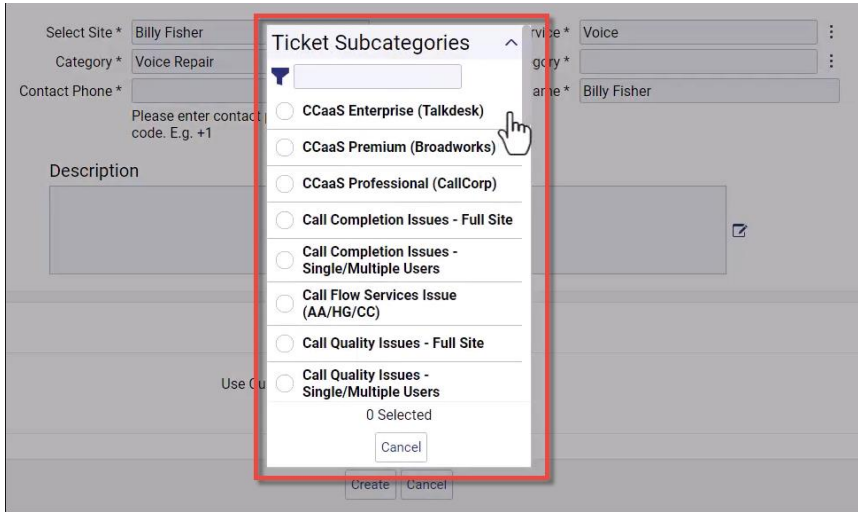
Note: The Categories will be dependent upon the services you have at the site so choose the most appropriate for the service you want to open a ticket on. For instance, if you only have Voice at the site, you will select Voice Admin or Voice Repair. If you have Internet, you will choose Access. If you have Billing, you will select Billing Questions, or if you have Hosted Services at that site, select it and etc.



Then, select the **Sub-Category** by clicking the **three-dot menu** on the right.



Note: The Sub-Category will be dependent upon the Category that was selected previously.



Next, enter your **Contact Phone** number (including the +1) and a **Description** of the trouble you are having, including specific details about the numbers and extensions involved, or what exactly is happening.



Then, in the Access Hour section, you can choose to **Use Custom Service Hours** by entering a **checkmark** in the box. Select the Time Zone, days of the week and Start and End times of when you can be contacted or someone is available at the location.

Description

Access Hour

The times below are shown in your browser's time zone.

Use Custom Service Hours

Pacific

Day: Mon-Fri Start: 6:00 PM End: 3:00 AM

Then click the **Create Ticket** button at the bottom.

Create Cancel