



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.

The screenshot displays a dashboard with four main sections: Action Required, Sites, Tickets, and Orders. The 'Action Required' section shows 'Needs Attention' with a count of 0. The 'Sites' section shows 'Down' (0) and 'Alarm' (0) with a 'View All >' link. The 'Tickets' section shows 'Active' (2) and 'Escalated' (0) counts, with a '+ New Ticket' button highlighted by a red box. The 'Orders' section shows 'Active Orders' (1) and a '+ New Order' button. Each section has a help icon (question mark in a circle) in the top right corner.

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 * 

Category *

Contact Phone *

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

LSN/Service * 

Sub-Category * 

Contact Name * Billy Fisher

Description

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 *

Contact Phone *


Please enter contact code. E.g. +1


Description

Use Cu

0 Selected


Cancel

LSN/Service * 

Category * 

Contact Name * Billy Fisher

Ticket Service

Voice 

Cancel

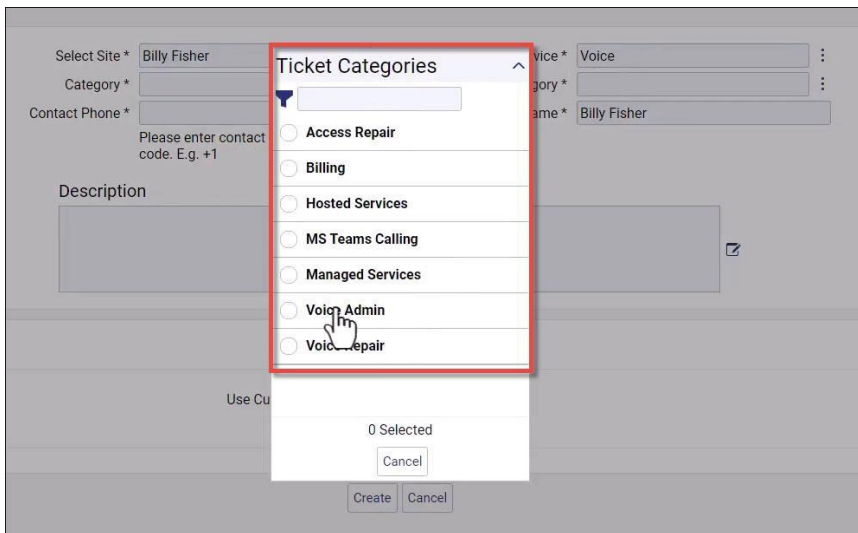
Create Cancel

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



The screenshot shows a form with several fields: "Select Site *" with the value "Billy Fisher", "Category *" (empty), "Contact Phone *" (empty), "LSN/Service *" with the value "Voice", "Sub-Category *" (empty), and "Contact Name *" with the value "Billy Fisher". A red box highlights the three-dot menu icon next to the "Category *" field, with a red arrow pointing to it. Below the "Contact Phone *" field is a note: "Please enter contact phone with country code. E.g. +1". A "Description" text area is located below the form fields.

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.



The screenshot shows the same form as above, but with the "Ticket Categories" dropdown menu open. The menu lists several categories with radio buttons: "Access Repair", "Billing", "Hosted Services", "MS Teams Calling", "Managed Services", "Voice Admin", and "Voice Repair". A hand cursor is pointing at the "Voice Repair" option. The menu also shows "0 Selected" and "Cancel" buttons. The background form is dimmed.

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 ←

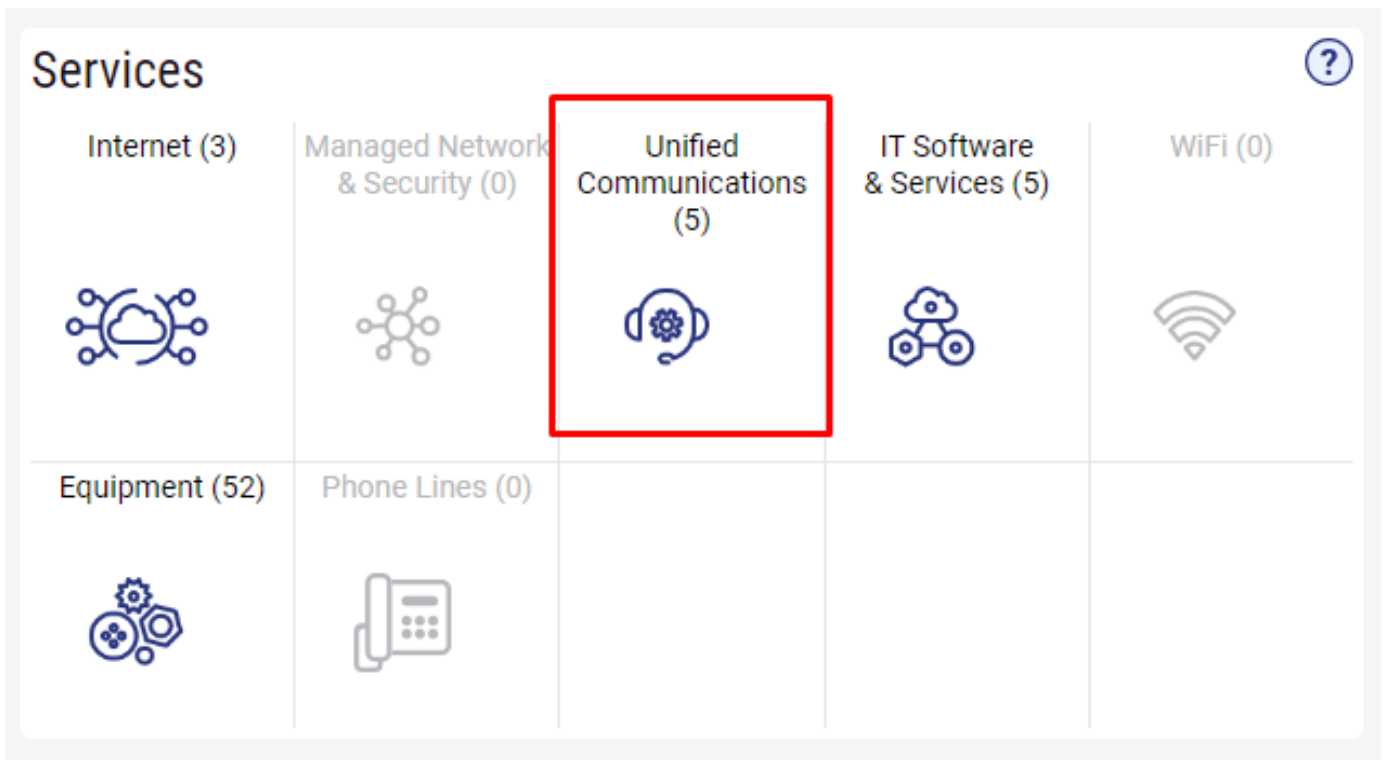
Pacific

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:



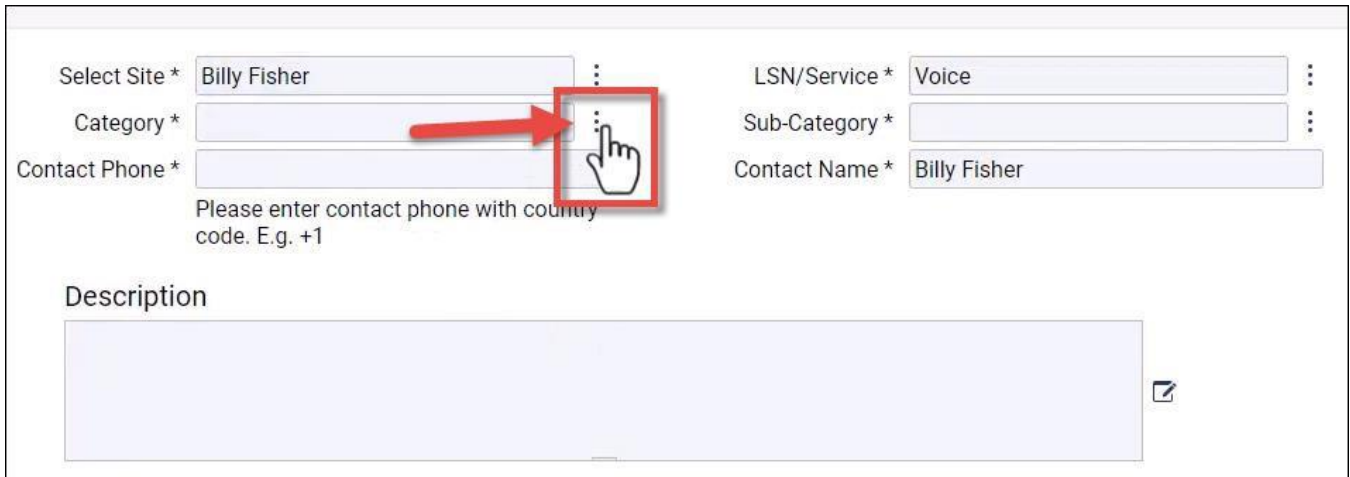
Then, select the Service by clicking the **three-dot menu** beside the Site name and then click on **Create Ticket**.



The screenshot shows a table with two columns: 'Site' and 'Service'. The 'Site' column lists 'Ashley Palacol', 'Billy Fisher', 'Pleasanton Office', and 'Wallingford Office'. The 'Service' column lists 'FusionWorks (M)' for each site. A red box highlights the dropdown menu for 'Billy Fisher', which includes options: 'Create Ticket', 'Manage Voice', and 'View Call Detail Records'. Red arrows point to the three-dot menu and the 'Create Ticket' option. A mouse cursor is also visible over the 'FusionWorks (M)' service for the 'Billy Fisher' site.

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.



The screenshot shows a form for creating a ticket. Fields include 'Select Site *' (Billy Fisher), 'LSN/Service *' (Voice), 'Sub-Category *', and 'Contact Name *' (Billy Fisher). The 'Category *' field has a dropdown menu open, with a red box and arrow pointing to the three-dot menu. Below the form is a 'Description' text area with a small icon on the right.

Select Site * Billy Fisher

Category * [Dropdown Menu]

Contact Phone * [Input Field]

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

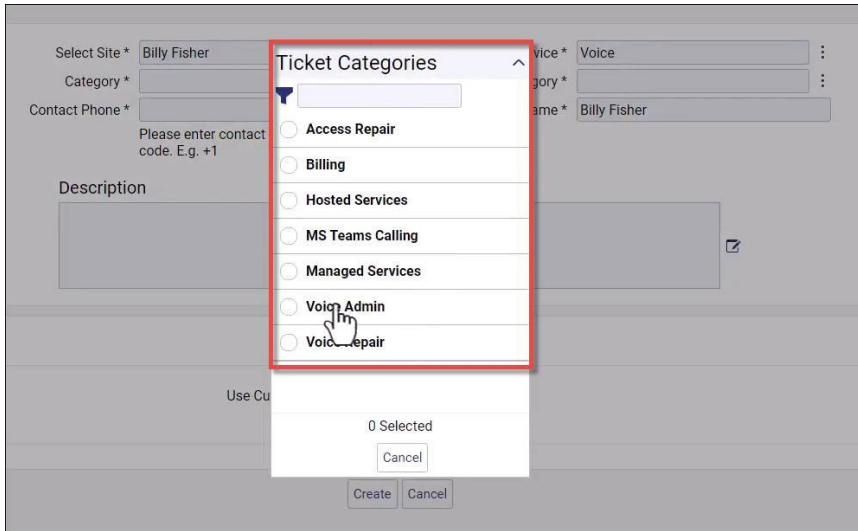
LSN/Service * Voice

Sub-Category * [Input Field]

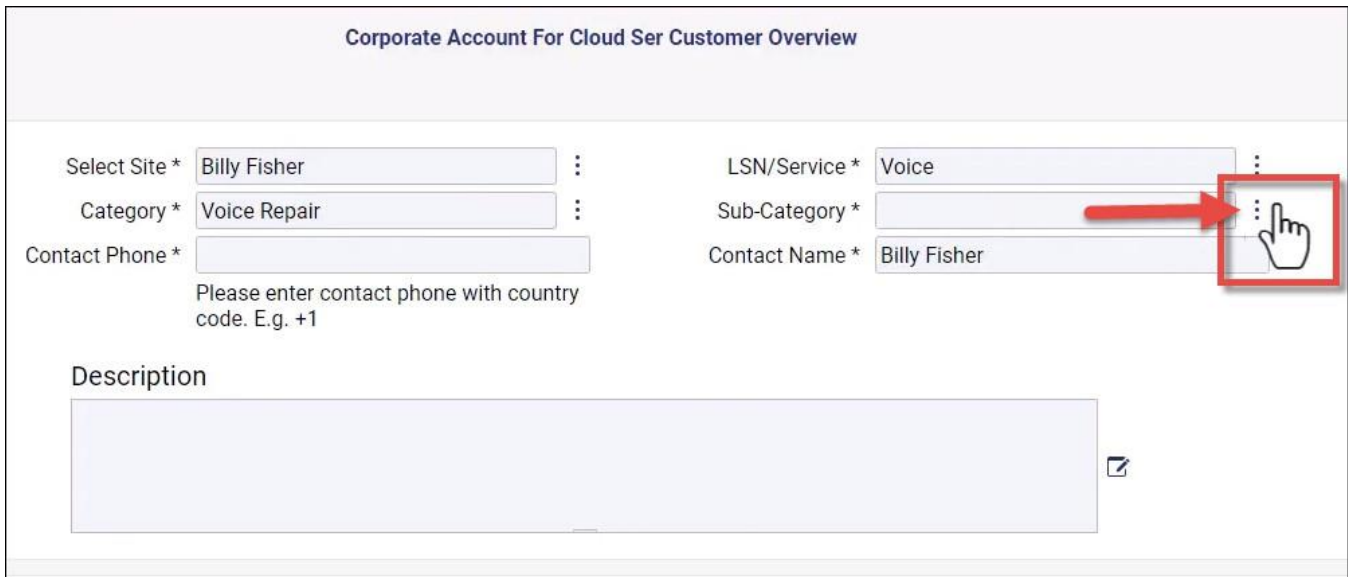
Contact Name * Billy Fisher

Description [Text Area]

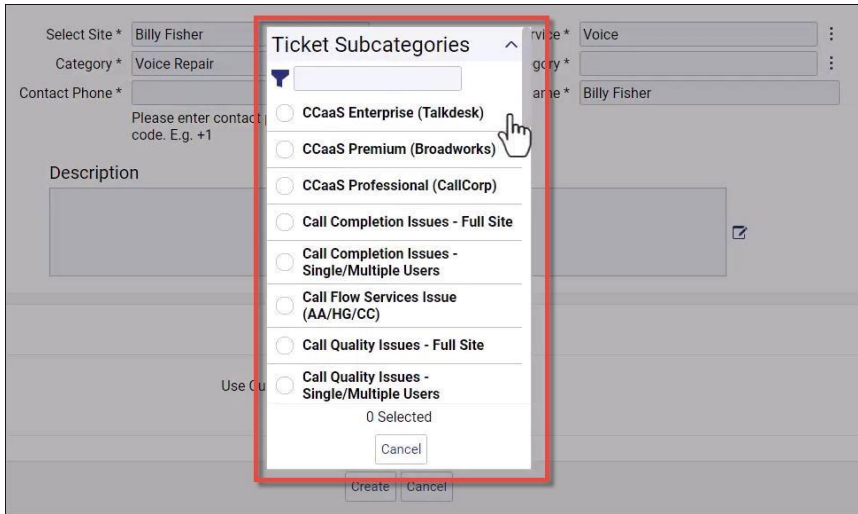
Note: The Categories will be dependent upon the services you have at the site so choose the most appropriate for the service you want to open a ticket on. For instance, if you only have Voice at the site, you will select Voice Admin or Voice Repair. If you have Internet, you will choose Access. If you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

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

Time Zone: Pacific

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

Create Cancel