
INNOVER SYSTEM PVT LTD, PUNE



INNOVER SYSTEM SUPPORT PORTAL

Raise Ticket URL(Vendor's & Krdel Official's):

<https://krdel-support-ticket.innoversystems.com/upload/>

Staff Admin Control Panel(Admin):

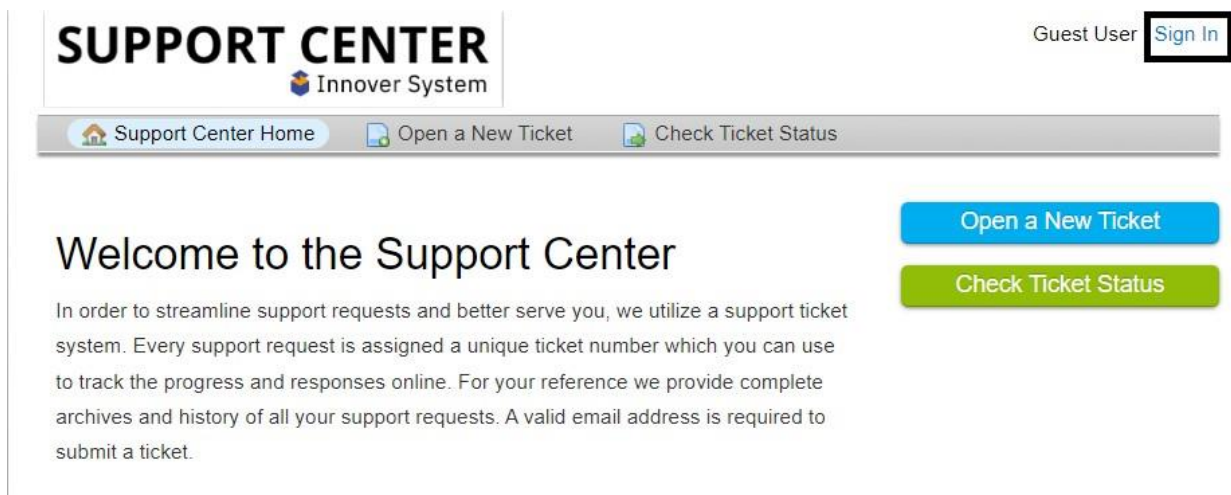
<https://krdel-support-ticket.innoversystems.com/upload/scp>

Office New Phone Number: 020 66664325

Support WhatsApp Number : +91 7499250457

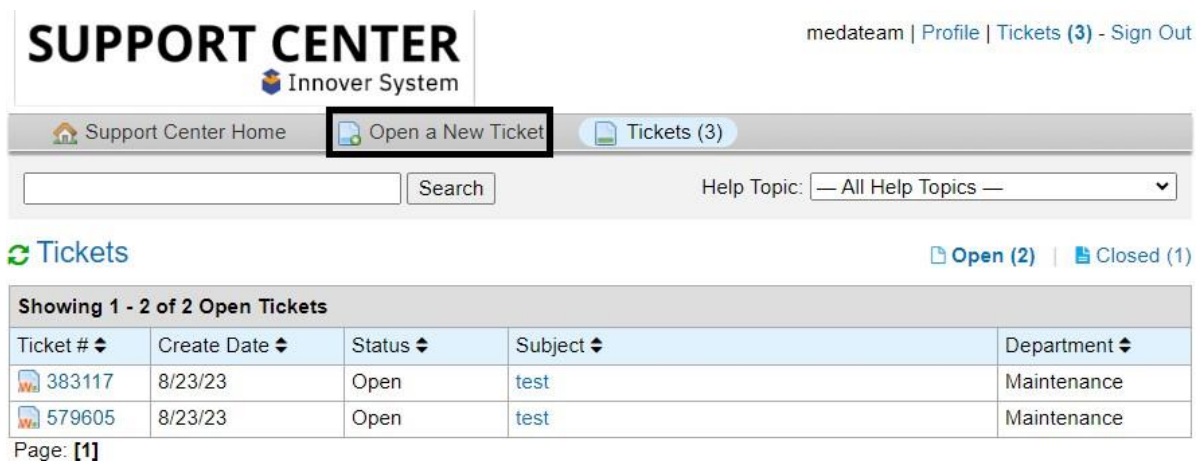
User Panel: (URL - <https://krdel-support-ticket.innoversystems.com/upload/>)

To open a new ticket, firstly we need to Sign In with valid credentials. After Sign In successfully. We will redirect to the home page. On the home page, we can able to view the Ticket List.



Ticket Raise:

To raise a ticket, click on “Open a New Ticket”, it will be redirected to a new blank ticket form.



Ticket #	Create Date	Status	Subject	Department
383117	8/23/23	Open	test	Maintenance
579605	8/23/23	Open	test	Maintenance

Where we can share the required detail fields for the ticket, i.e., Email, Topic, &

Issue Summary. We can attach the issue file as well.

After successfully adding all the details, click on the "Create Ticket" button.

SUPPORT CENTER

Innover System

medateam | Profile | Tickets (3) - Sign Out

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(3\)](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: Punam@yopmail.com
Client: medateam

Help Topic
 *

Ticket Details
Please Describe Your Issue

Issue Summary *

Details on the reason(s) for opening the ticket.

Drop files here or choose them

[Create Ticket](#) [Reset](#) [Cancel](#)

Once we have successfully created the ticket, we will be redirected to a confirmation of the ticket request being created. We will get a Ticket Id against the created ticket as shown in the below image.

SUPPORT CENTER

Innover System

medateam | [Profile](#) | [Tickets \(4\)](#) - [Sign Out](#)

[Support Center Home](#)
[Open a New Ticket](#)
[Tickets \(4\)](#)

↻ **Test #619081** [Print](#) [Edit](#)

Basic Ticket Information	User Information
Ticket Status: Open	Name: Medateam
Department: Maintenance	Email: Punam@yopmail.com
Create Date: 8/25/23 2:14 PM	Phone: (989) 898-9898

medateam posted 8/25/23 2:14 PM

Test issue

[✎](#) Created by **medateam** 8/25/23 2:14 PM


Post a Reply

*To best assist you, we request that you be specific and detailed **

<> | [T](#) | [A](#) | Aa | [B](#) | [I](#) | [U](#) | [S](#) | [☰](#) | [📷](#) | [📺](#) | [☰](#) | [🔗](#) | [—](#)

📎 Drop files here or choose them

Post Reply
Reset
Cancel



INNOVER SYSTEM PVT LTD, PUNE

Tickets:

Through the ticket ID, we will track our all issue activity.

SUPPORT CENTER

Innover System

medateam | Profile | Tickets (3) - Sign Out

Support Center Home
Open a New Ticket
Tickets (3)

Search

Help Topic: — All Help Topics —

Tickets

[Open \(2\)](#) | [Closed \(1\)](#)

Showing 1 - 2 of 2 Open Tickets

Ticket #	Create Date	Status	Subject	Department
383117	8/23/23	Open	test	Maintenance
579605	8/23/23	Open	test	Maintenance

Page: [1]

Once the assigned team responds to our ticket, it will reflect on our panel eg. If the assigned team resolves the issue, it will be reflected in the “closed” tab. Status wise we will be able to view the tickets.

Open - Tickets in Open include Answered and overdue tickets that the assigned team is the last respondent on.

Closed – All closed tickets will be shown here. Tickets that are marked closed can be reopened on response.