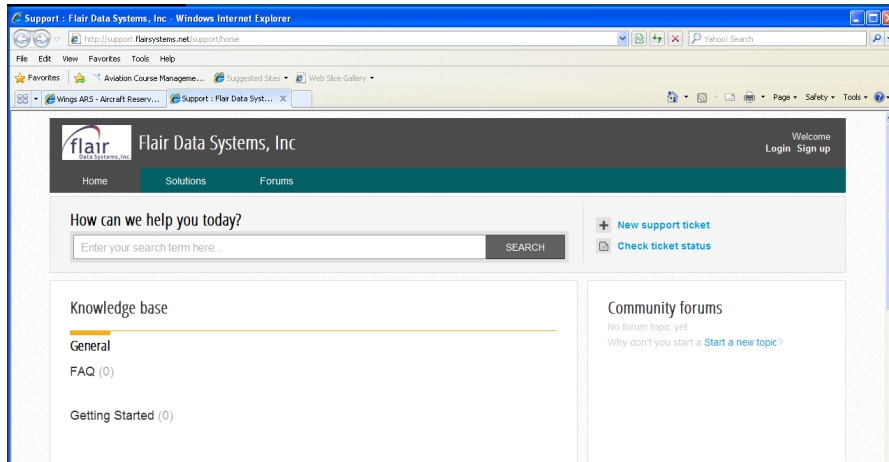


# Flair Data Systems, Inc. Fresh Desk Trouble Ticketing and Requests System

## Customer Instructions

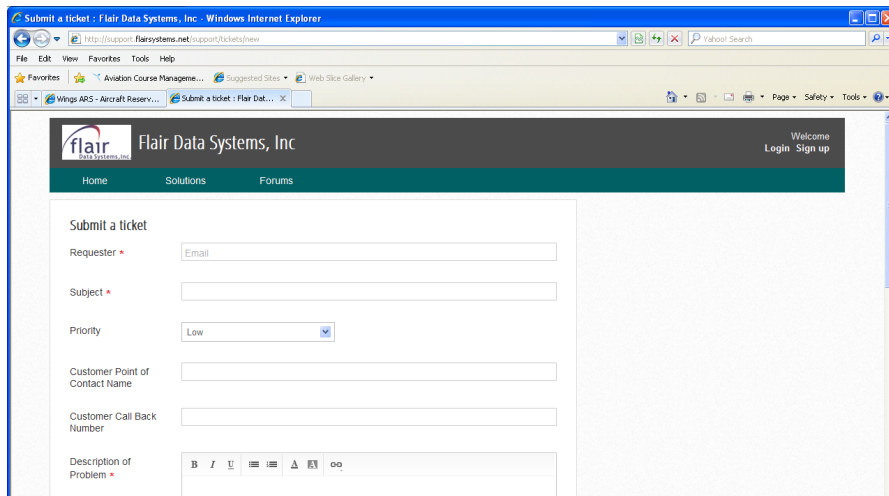
### Web portal

Navigate to [www.support.flairsystems.net](http://www.support.flairsystems.net) using your Internet browser of choice.



### **NEW TROUBLE TICKET OR REQUEST**

1. Click on New Support Ticket



Submit a ticket - Fair Data Systems, Inc. Windows Internet Explorer

http://support.fairdatasystems.net/support/tickets/new

File Edit View Favorites Tools Help

Aviation Course Manage... Suggested Sites Web Slice Gallery

Wings ARS - Aircraft Reserv... Submit a ticket: Fair Dat...

Description of Problem \*

Attach

Resolution (Detailed)

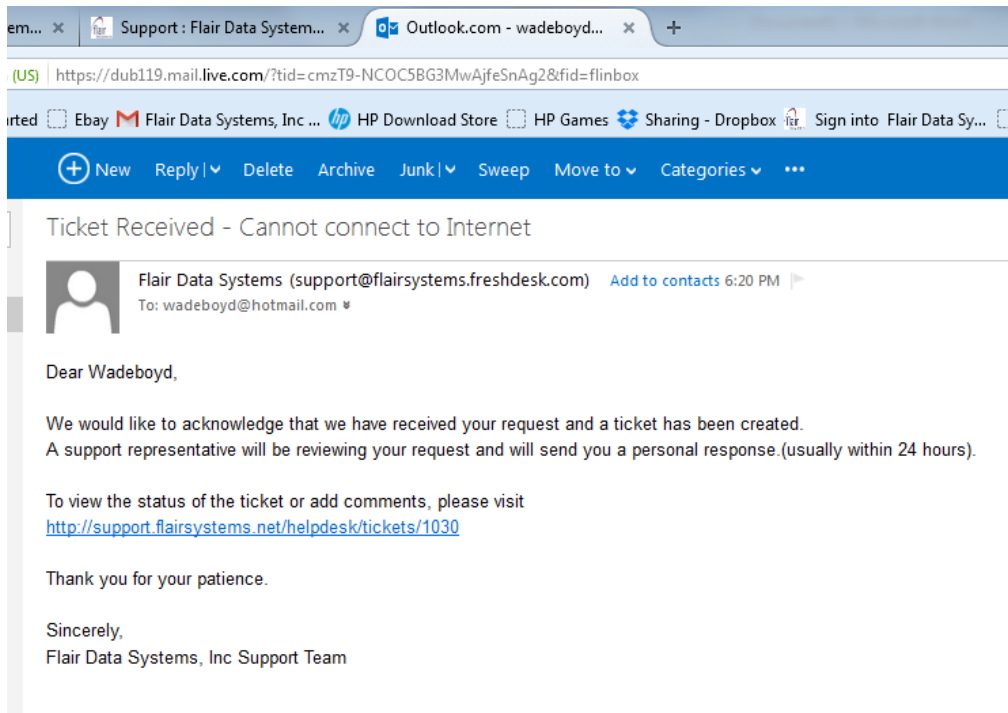
To verify you are human, please type the given scrambled letters

1809

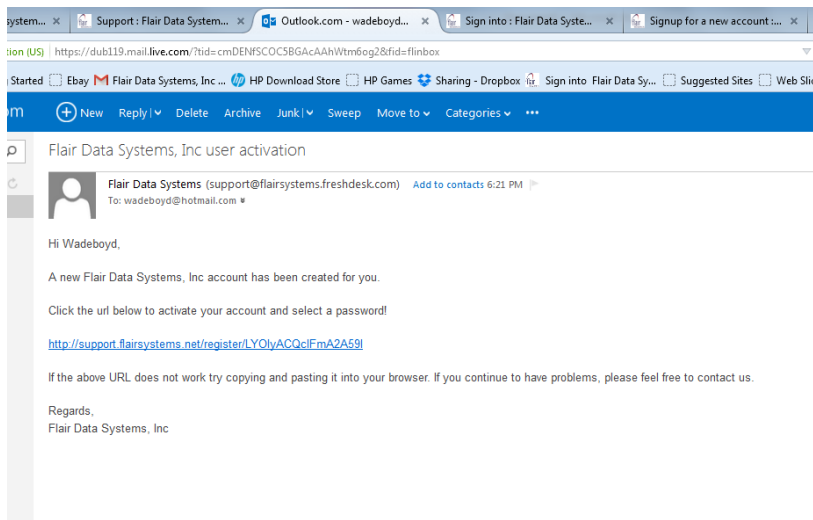
Privacy & Terms

Submit Cancel

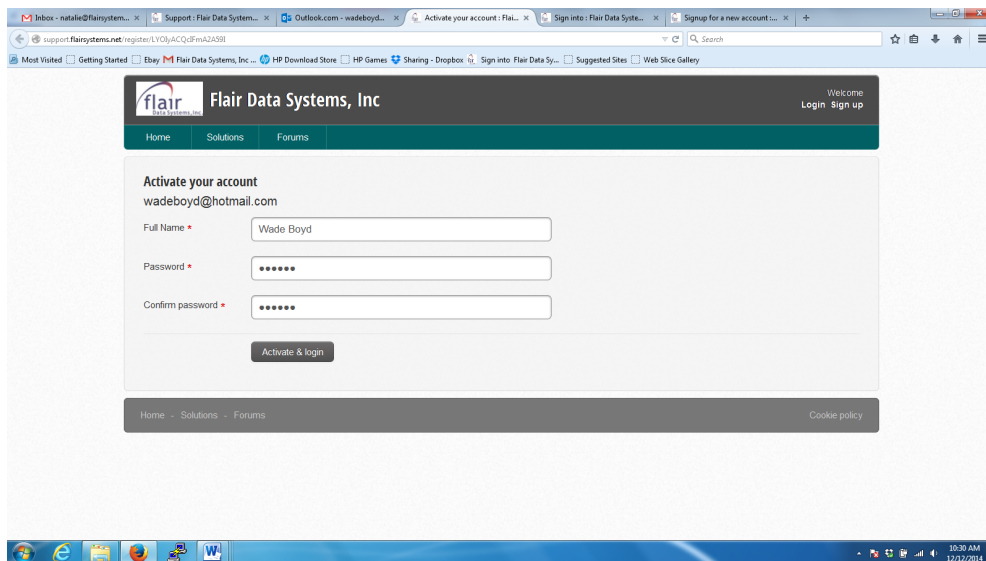
- a. All items with a Red \*are required fields.
  - b. Requester: your email, please use the same email each time. If this is your first ticket and you are not logged in, after filling in email, a new window will appear for your name.
  - c. Subject: Begin Subject with Sight Name and a brief overview of the problem
  - d. Priority: Low, Medium, High, Urgent. Please reserve Urgent for Emergency Outages
  - e. Customer Point of Contact Name: Can be different than the requester
  - f. Customer Call back number: A good number where the Engineer can speak directly to the person with the most knowledge about the ticket, only numbers to special characters
  - g. Description of the Problem: Please be as detailed as possible, you can never give too many details
  - h. Resolution: Will be filled in by the Agent who resolves your issue
  - i. reCaptcha: verification
  - j. Submit
  - k. Once ticket is submitted a user will be created based on the email address in the ticket
2. An email will be sent to the email listed on the ticket, confirming submission and a link to the ticket information



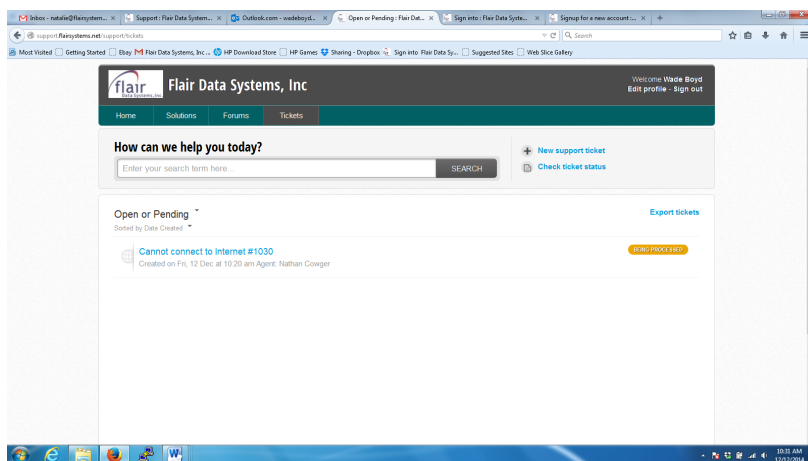
### 3. A new user activation email will be sent to the requesters email address



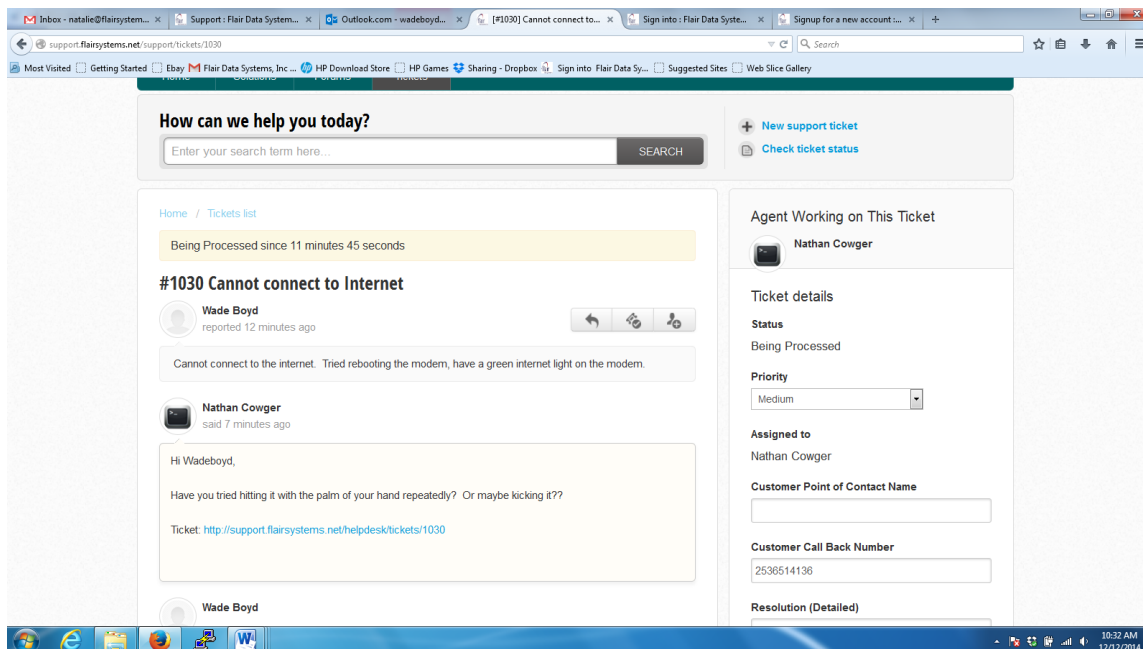
#### a. Click on the link to activate account and select a password



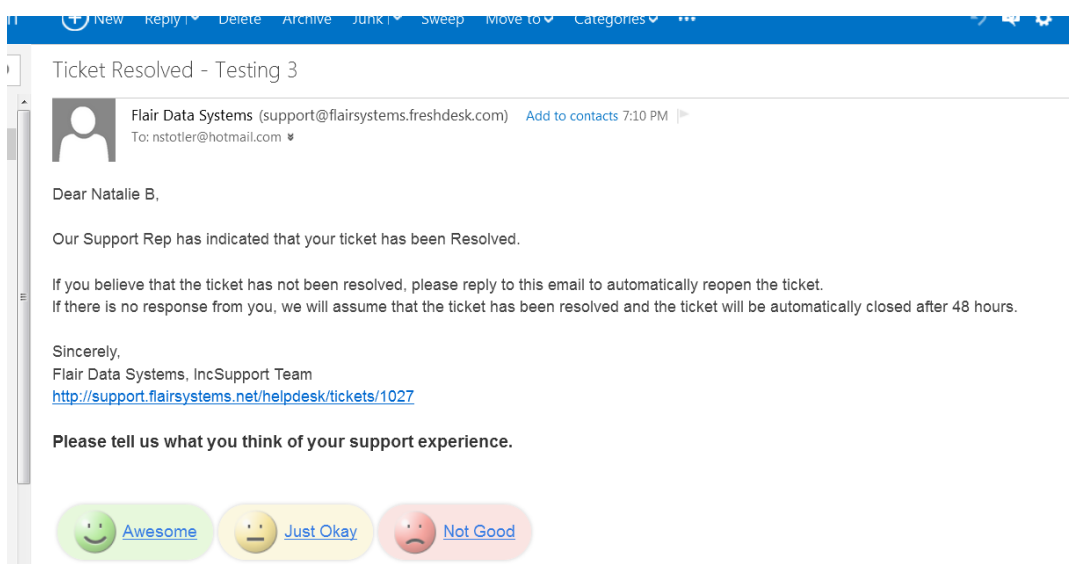
- b. Correct any errors in the Full name field, type in password of choice, confirm password, click on activate & login



- c. Click on tickets on menu bar and tickets will be listed below. The ticket subject is a hyperlink to see the ticket details

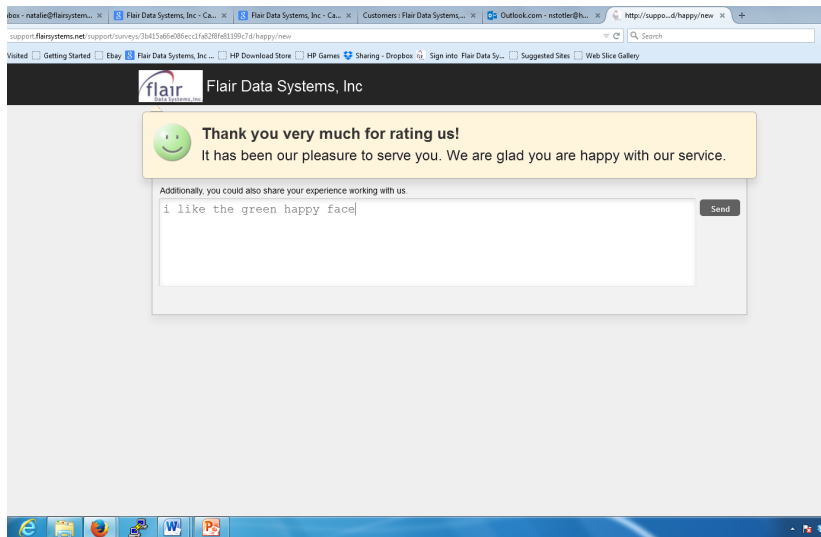


- d. Once an agent responds, they will be assigned to the ticket.
- e. Notes are real time, you may check at any time
- f. Email notifications will be sent as progress is made on the ticket, to you the requester and to the agent. Replying to the email will append notes to the ticket, you do not have to login each time to make changes to the ticket within Freshdesk.
- g. The agent will fill in the resolution with detailed information, you may return at any time for reference
- h. Once the ticket is closed or resolved a confirmation email will be sent



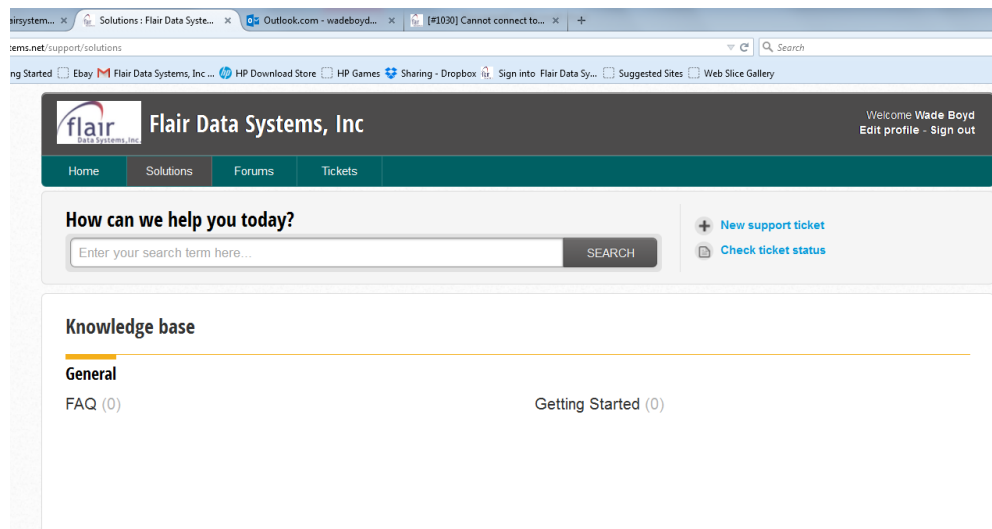
- i. If you disagree that the problem is resolved, you may go into the ticket or reply to the email or login and add notes to the ticket, it will automatically go back to pending for more information

- j. Please tell us what you think of your experience, by clicking on one of the smiling faces, you will have the opportunity to add notes if you would like. Your feedback goes directly to the agent so they may serve you better in the future.

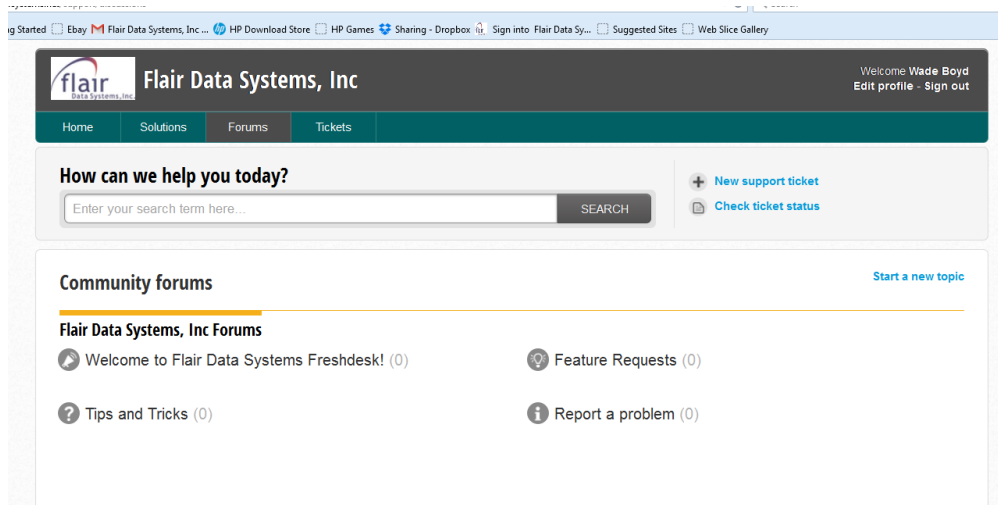


## SOLUTIONS AND FORUMS – Must be logged in to access these features

1. As the Freshdesk application grows and matures, more self-help information will be made available through the solutions and forums areas
2. Solutions- the solutions page will contain informational messages that can benefit multiple customers and contacts. The agents will update this page in an effort to keep you informed or known bugs and/or common problems with solutions. Click on either to see additional information. If you would like something added to this window that isn't already present, let your account manager know. Check back frequently.

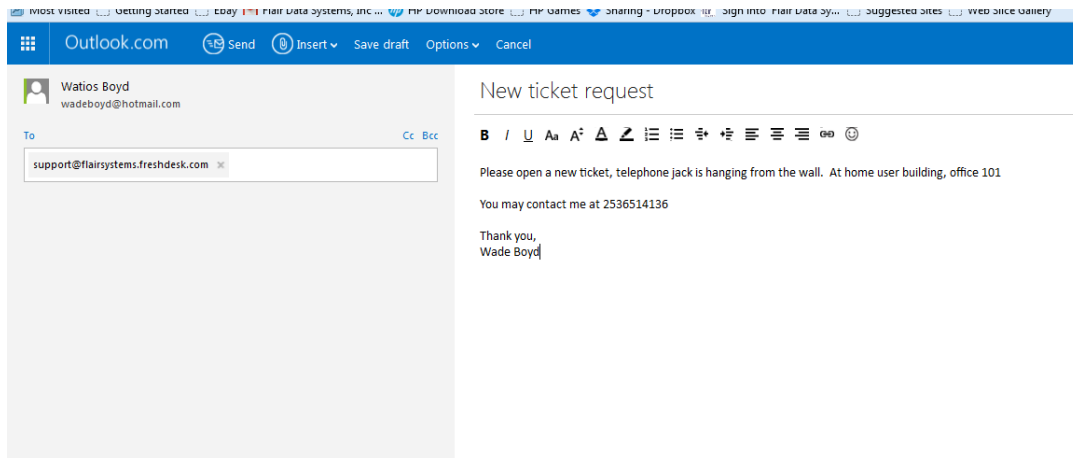


3. Forums- the forum window is for use by the customers and the agents to collaborate with each other. Feel free to browse, create topics and respond to others. This is for knowledge sharing. Agents will periodically check this page to add notes and recommendations.



## Email

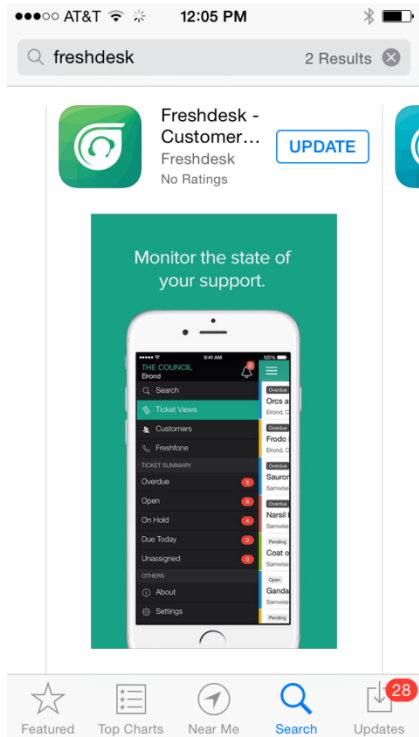
1. Tickets can be create by sending an email to [support@flairsystems.freshdesk.com](mailto:support@flairsystems.freshdesk.com)



- a. Include as much detail as possible, including location and contact information
- b. A new ticket will be created and a confirmation email sent. If you already have a user account it will append to the sending email accounts contact.
- c. Please see steps above for ticket details, information, and how to add new notes.
- d. If a user account does not exist with that email, a new user activation email will be sent, see steps above to complete this task.

## Phone APP

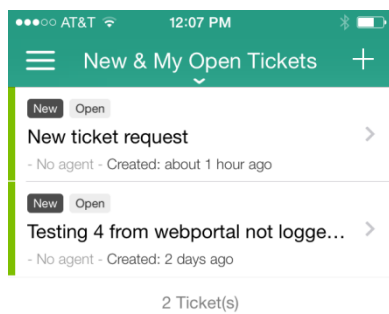
1. Go to your app store and search Freshdesk Customer, the app is free



## 2. Connect

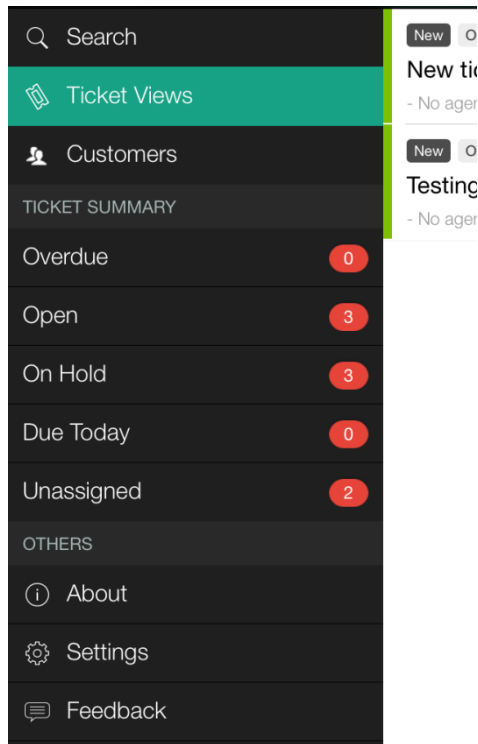
- a. Site: [support.flairsystems.net](http://support.flairsystems.net)
- b. Email
- c. Password

## 3. Defaults to Open tickets





4. Use the three lines for more options



5. + to add new ticket. Please see the instructions above for filling out a new ticket. When complete click the check mark ✓ to save

A screenshot of the 'Add New Ticket' form in a mobile application. The form has a green header bar with a close button (X) on the left and a checkmark button (✓) on the right. Below the header, there is a light gray bar with the text 'Fields marked \* are required'. The form fields are: 'Search a requester \*' (with a plus icon), 'Cc' (with a plus icon), 'Subject \*', 'Type' (with a right arrow), 'Source' (with a right arrow), 'Phone' (with a right arrow), 'Status \*' (with a right arrow), 'Priority \*' (with a right arrow), and 'Group' (with a right arrow). The 'Status' field is currently set to 'Low'.

6. Confirmation will pop up and the default window will appear with the additional ticket
7. Tutorials will pop up when accessing areas for the first time, they will not appear again

8. Make modifications and add notes by touching the appropriate ticket and touching the back arrow ← at the top right of the screen, you can reply and add note. Once complete touch the V to save

