COSTLEY ENTERTAINMENT

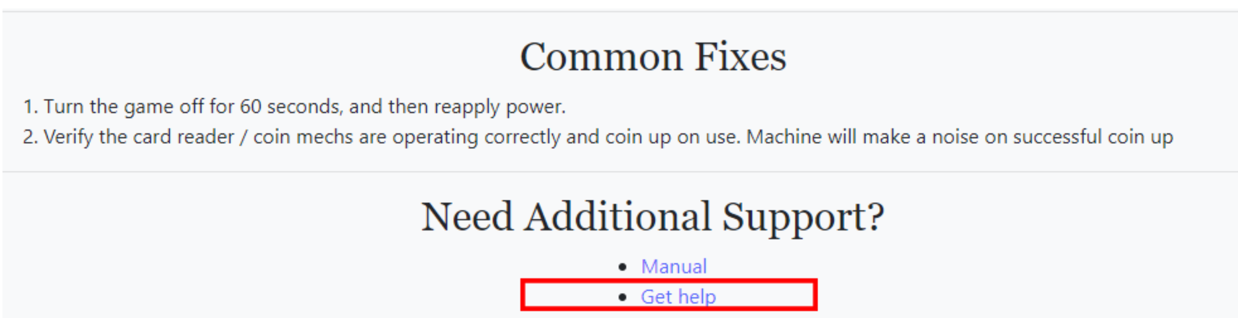
SERVICE REQUEST GUIDE

How to submit a ticket

There are two ways you can submit a ticket to request service.

1. When the QR code for your game is scanned it will take you to the FAQ page for that game. (Alternatively you can navigate to https://ceapp.us/faq/ in your computer or mobile browser and locate your game in the list)

Once you have reached the FAQ page, scroll to the bottom and click on the link that says **Get Help**



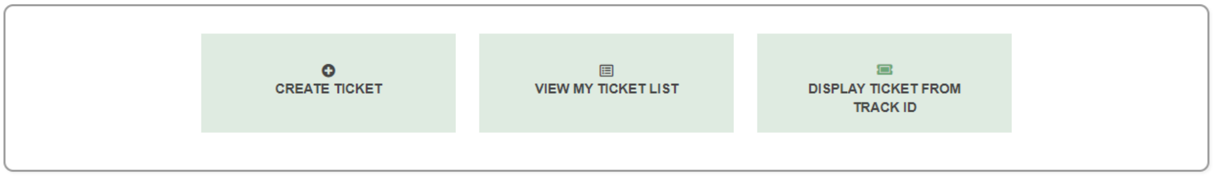
2. You can navigate to https://ceapp.us/help/ in your computer or mobile browser.

Both methods will lead you to our ticket landing page.

The Landing Page

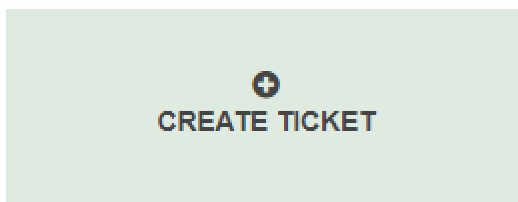
Once you have arrived at the landing page, you will have three options to choose from:

1. Create Ticket
2. View My Ticket List
3. Display Ticket From Track ID

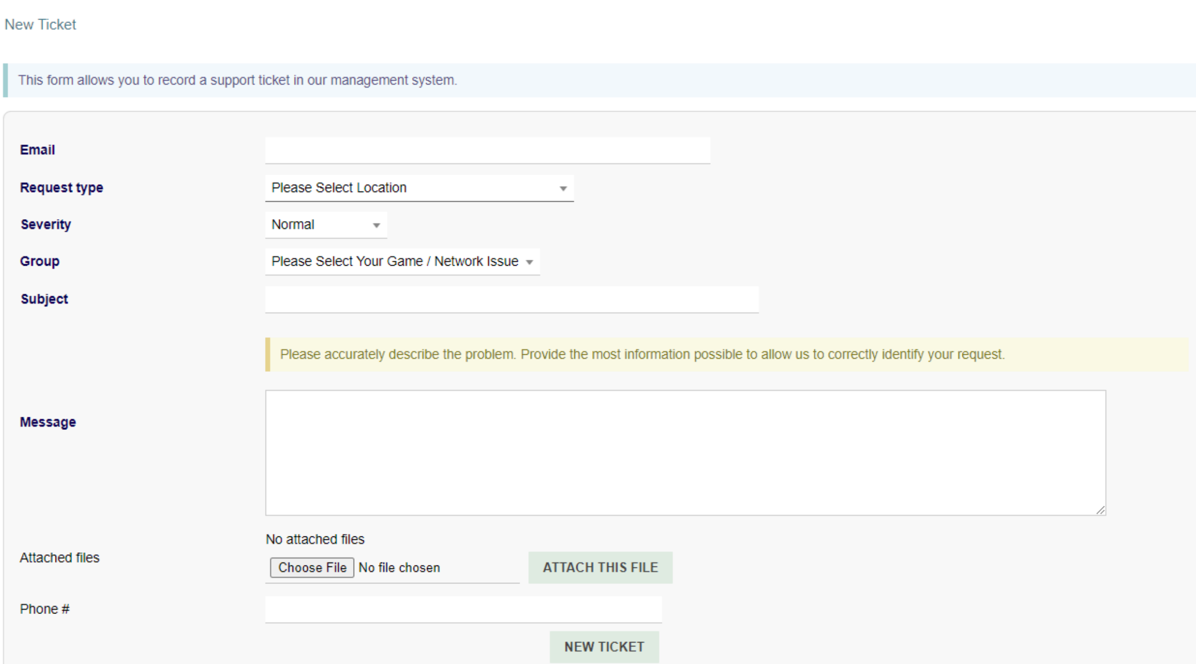


Creating a Ticket

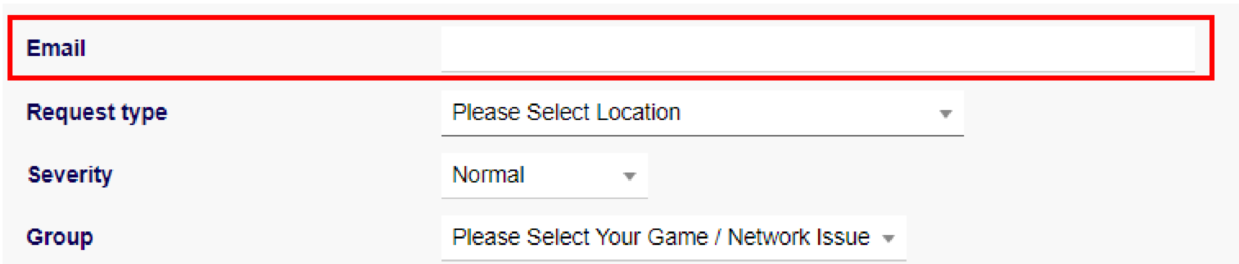
In order to create a service request ticket, click on the button labeled “**Create Ticket**”.



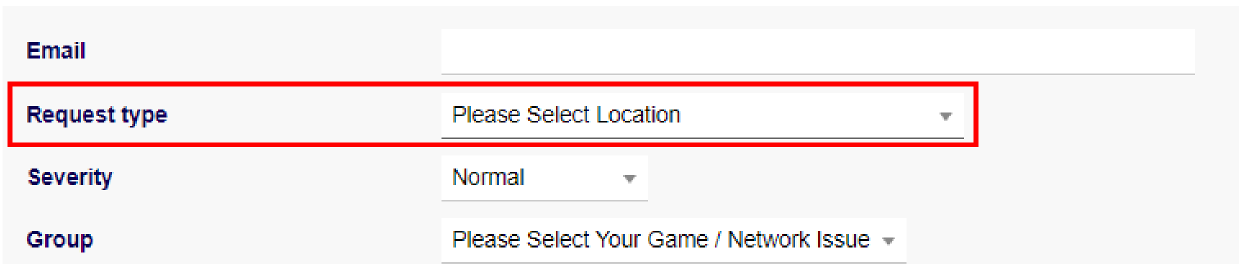
This will take you to the ticket creation page, where you will have multiple information boxes that will need to be filled out.



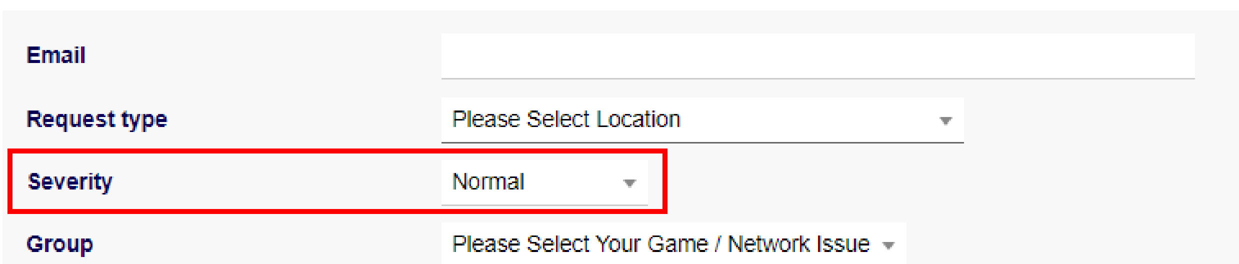
In the **Email** box, type in the email that will be used to track the ticket progress and correspond with the help desk. Without this information we cannot provide you with updates on the status of your service request ticket.



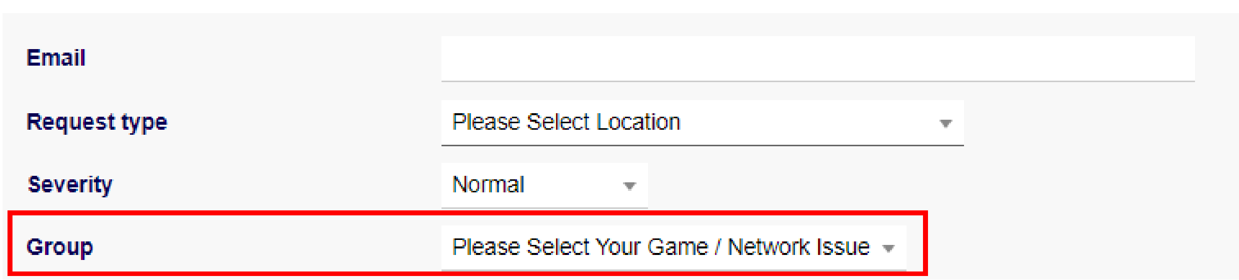
The **Request** type field is a drop-down box with a list of locations. Click on the arrow on the right side of the box and select your store location from the drop-down list.



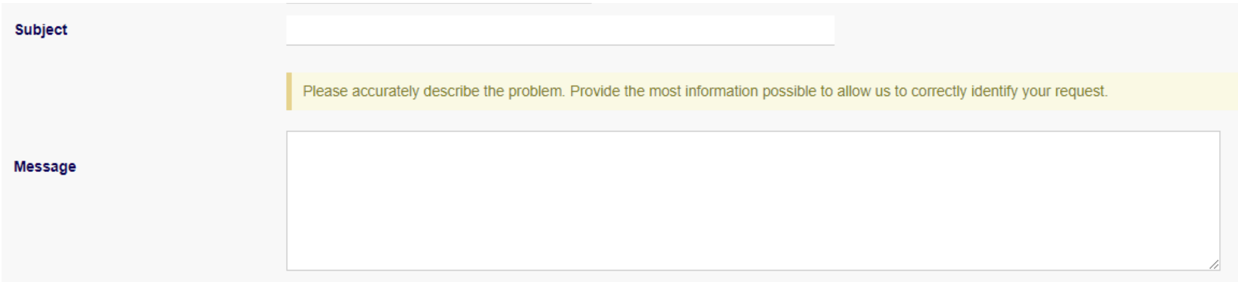
The **Severity** drop-down box allows you to tag your service request ticket with one of four options to indicate the severity of the issue. The options are Low, Normal, High, and Critical/Blocking. Issues that would be considered Critical/Blocking are things that immediately disable the functionality of your game room such as an internet outage or kiosk issue.



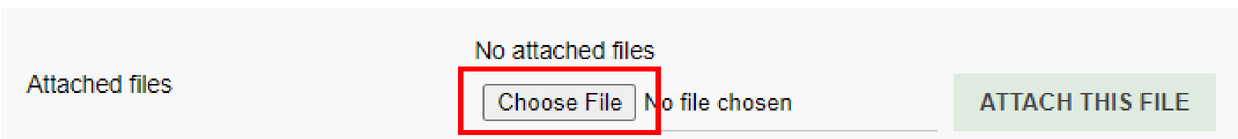
The **Group** drop-down box has a list of games and equipment. Click on the arrow on the right side of the box and select the game machine or piece of equipment you are requesting service for.



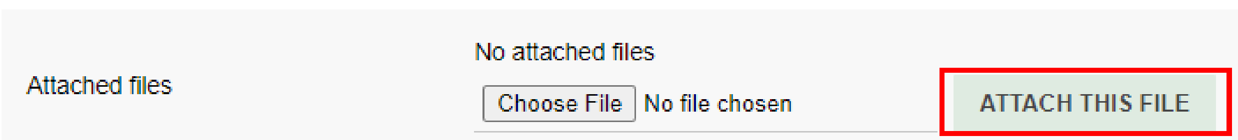
The **Subject** and **Message** text fields function the same as an email message. Enter the subject of the message in the **Subject** field. In the **Message** field, enter a detailed description of the issue you are requesting service for. Include as much information as you can and any steps you might have taken to resolve the issue before you submitted a service request ticket.



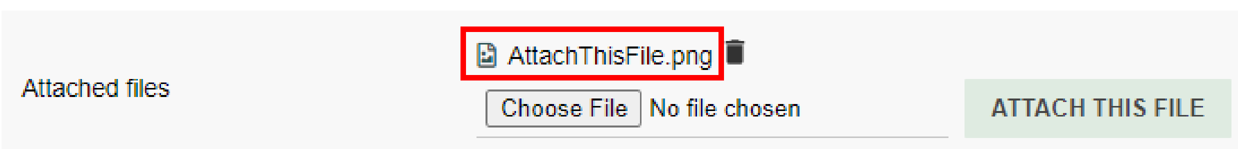
The **Attached Files** line allows you to attach any images or files that might be helpful in resolving an issue or more clearly represent a description from your message. Types of files might include a picture of a broken piece of equipment, picture of a part or part number from a manual, short video of the issue, etc. To upload a file, click on the **Choose File** button and select the file to be uploaded from your device.



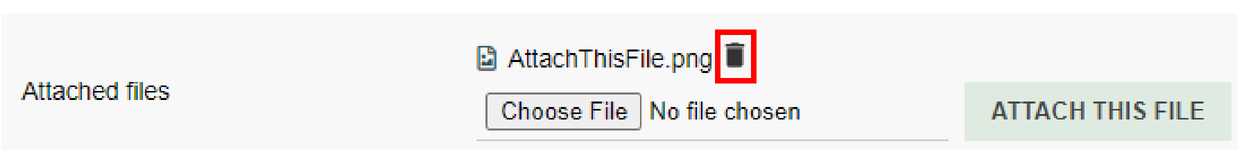
Once you have selected the file you want to upload, click on the button to the right that says **Attach This File**.



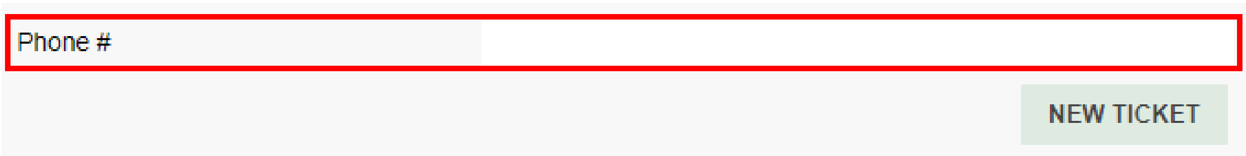
When your file has successfully uploaded, the file name will now appear above the **Choose File** box.



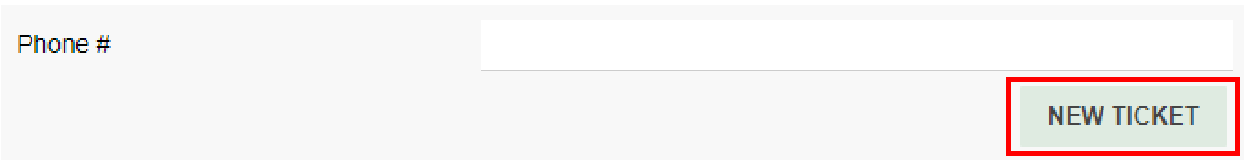
You can upload multiple files of different types. If you have selected the incorrect file and need to remove the attachment and try again, click on the small **trash can** icon next to the file you want to remove.



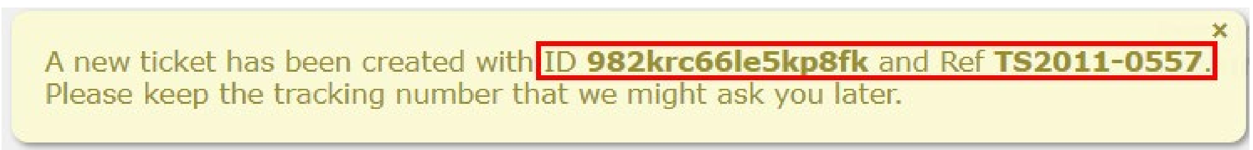
In the **Phone#** field, fill out the best phone number to get in contact with you. Our help desk may need to contact you with requests for more information or clarity on an issue.



Once you have completed filling out all the information, click on the **New Ticket** button at the bottom of the page.



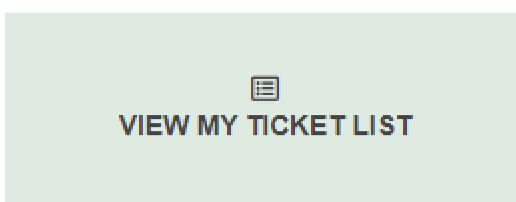
When your ticket submission is complete, you will be returned to the landing page. There will be a box on the top right corner of the screen that contains your **Ticket ID** and **Reference Number.**



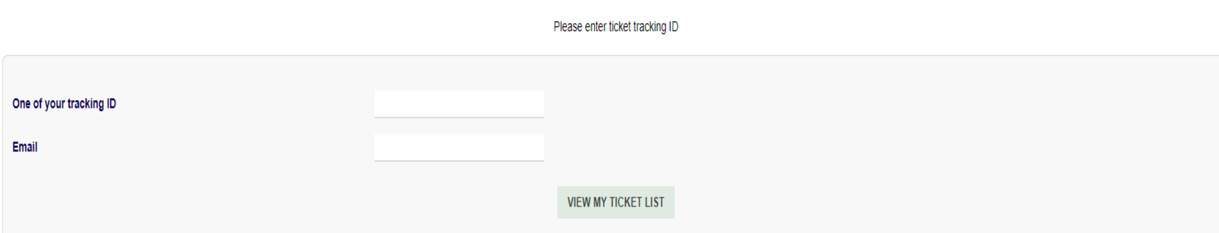
You will need to copy these numbers and save them, as they are important for tracking the progress of your service request.

Viewing Your Ticket List

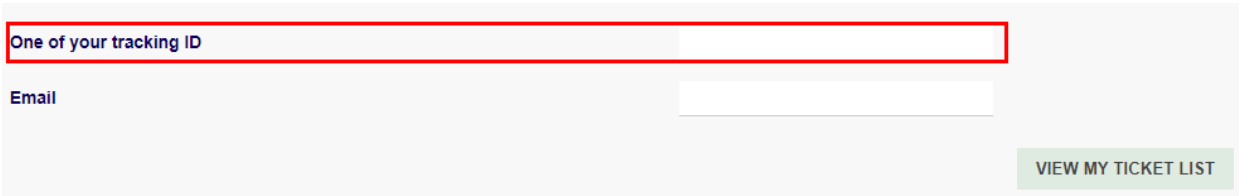
To view your list of tickets, click on the button labeled “**View My Ticket List**”.



This will take you to a form submission page where you will need to fill out two pieces of information.



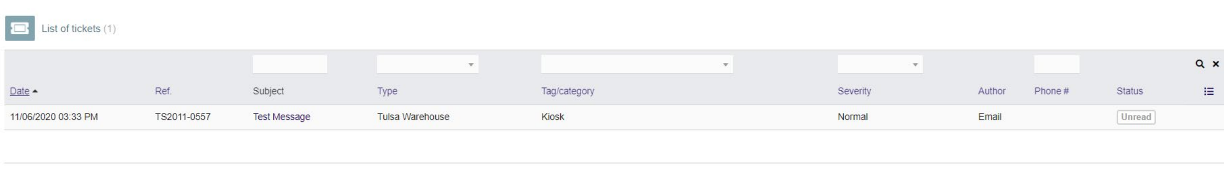
Enter the tracking ID of any of the tickets you have created in the **One of your tracking ID** field. The tracking ID is the number you copied and saved from the alert box after your ticket was created.



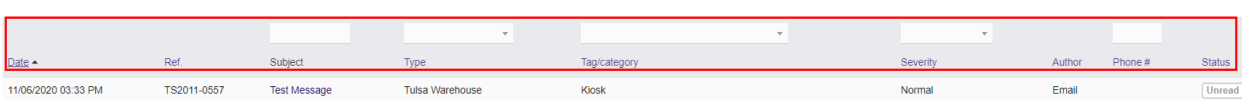
Next, enter the email that you used when creating the ticket associated with that tracking ID in the **Email** field.

Once both fields are filled out, clock on the **View My Ticket List** button.

If the information entered matches the information on the ticket, you will be taken to a list page that shows all the tickets associated with the email.

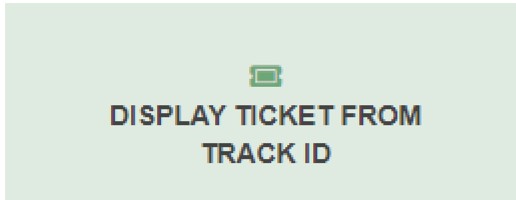


The drop-down lists at the top of each column as well as the header of each column allows you to sort your list by your chosen criteria. Simply select an option from a drop-down list or click on one of the column headers to sort your tickets.

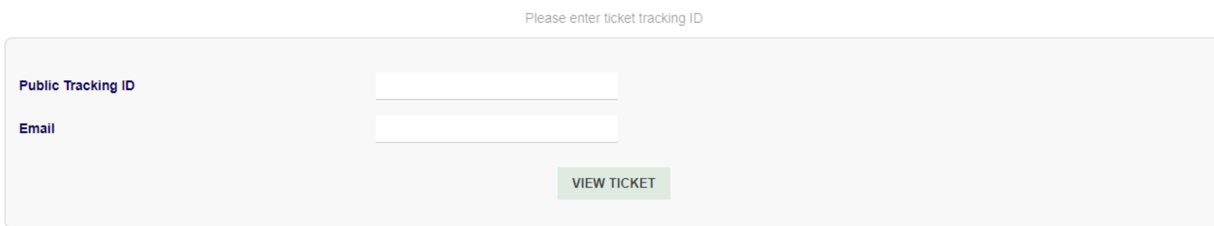


Displaying Your Ticket

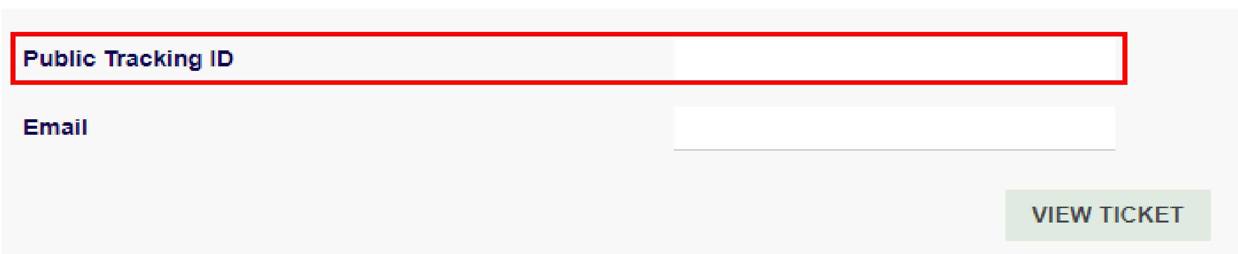
To view the contents of your ticket, click on the button labeled “**Display Ticket From Track ID**”.



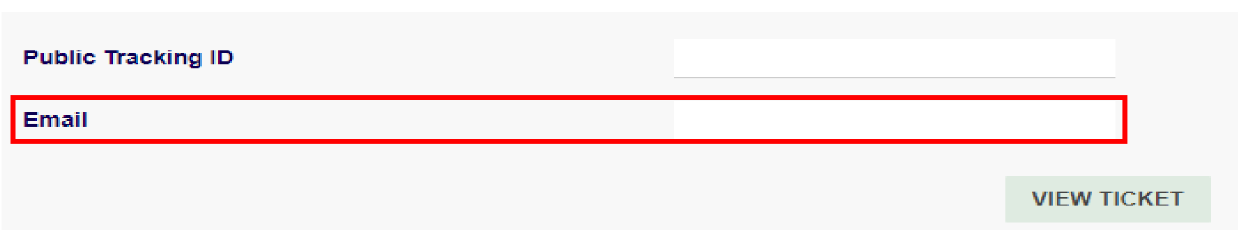
This will take you to a form page with two pieces of information to fill out.



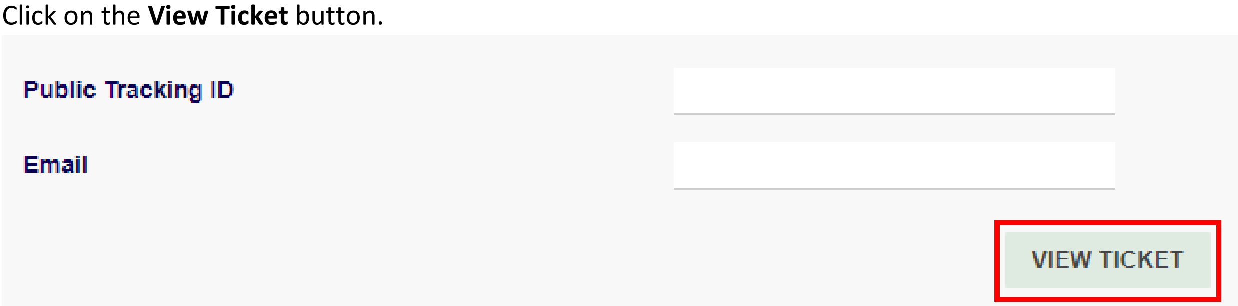
Enter the tracking ID in the **Public Tracking ID** field.



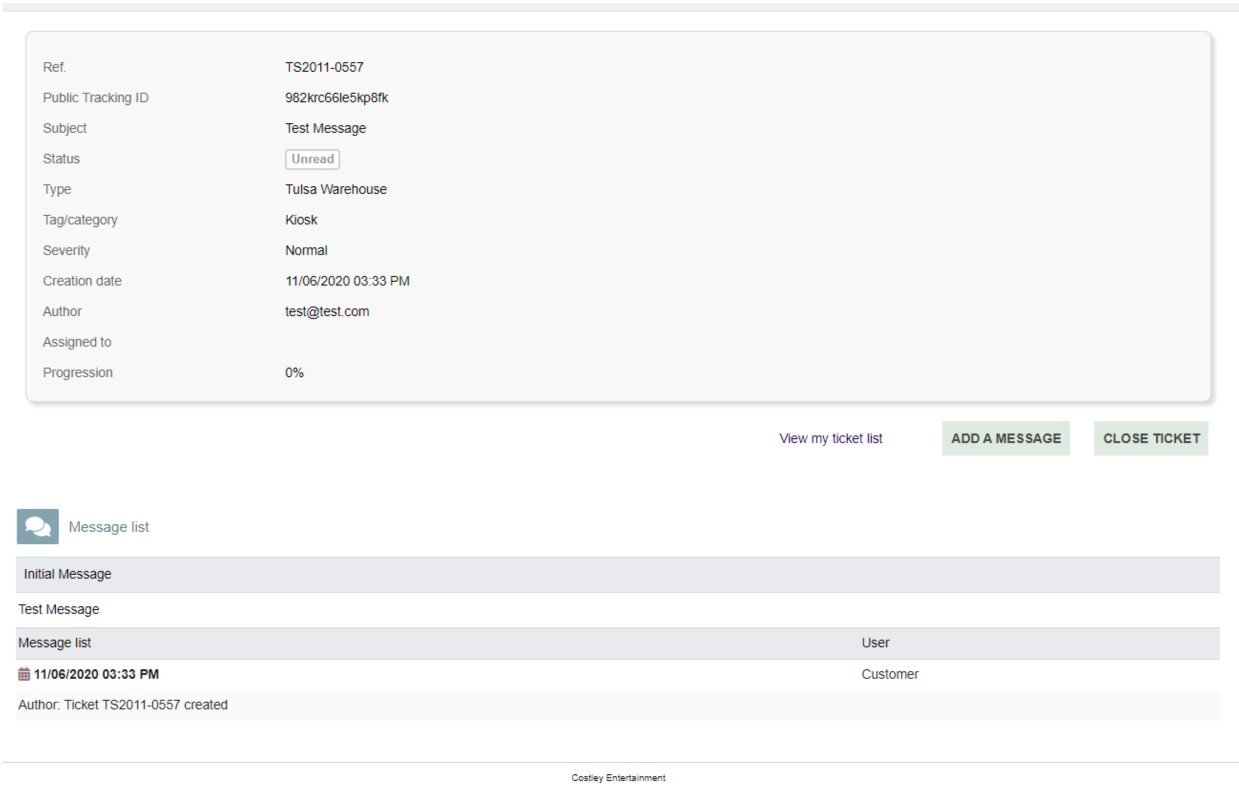
Enter the email associated with the tracking ID in the **Email** field.



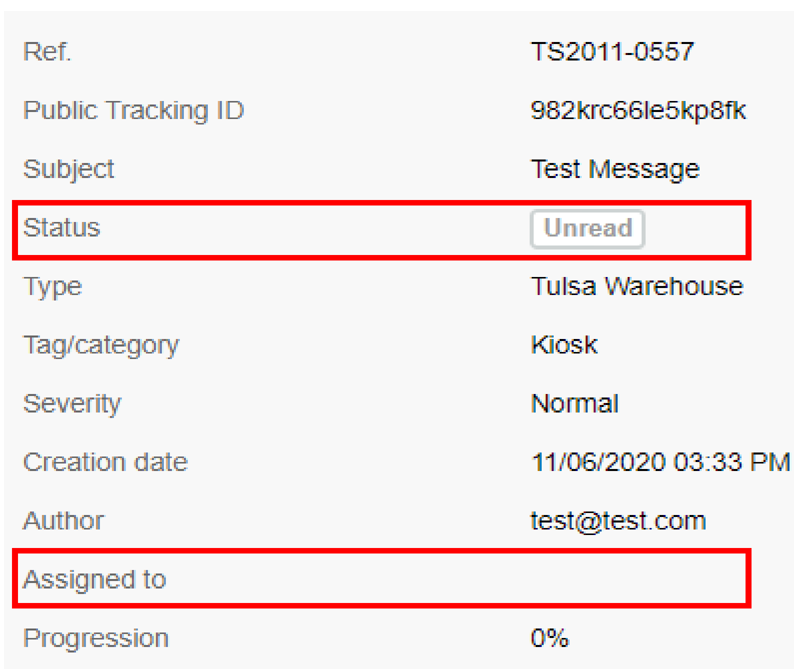
Click on the **View Ticket** button.



After clicking the button, you will be taken to a details page with information related to the ticked associated with the ticket ID you entered.

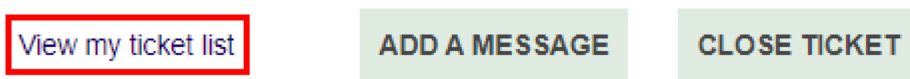


At the top of this landing page is your ticket information header. This area contains all the information that was filled out during the ticket creation process as well as a few additional details. The two important sections are the Status line and the Assigned to line.

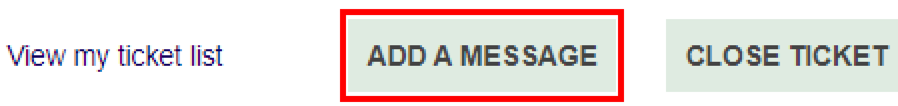


The **Status** line shows what the current status of this ticket is. The status itself depends upon the action taken by the help desk and could be one of the following: Unread, Read, Assigned, In Progress, Closed. The **Assigned to** line shows what technician is assigned to the ticket.

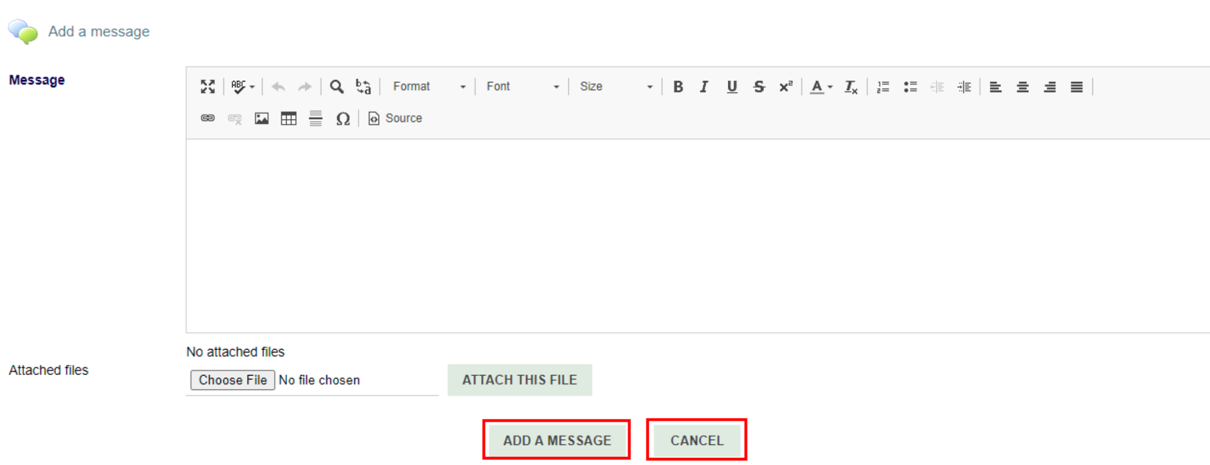
Below the ticket information header are three options. **View ticket list**, **Add a message**, and **Close Ticket.** The **View ticket list** link will take you to the list of tickets associated with the email address that created them, same as the option from the primary landing page.



The **Add a message** button will take you to a screen that allows you add additional information to a ticket.



To add a message, click on the **Add a message** button and it will open a message field like the one that appears when first creating your ticket. Enter the new information into the message field and attach any additional files you have to the message. When finished click on the **Add A Message** button below the box and your message will be added to the ticket information. If you do not wish to add anything currently, click on the **Cancel** button.



At the bottom of the screen is the message list section. This section shows all the messages that have been added to this ticket and who added the message. The initial message when the ticket was created will always appear at the top, and any additional messages will appear with the most recent message first.

You can see the date of creation for each message, followed by the contents of the new message directly below it. On the right-hand side under User, it will list which user created the message.

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