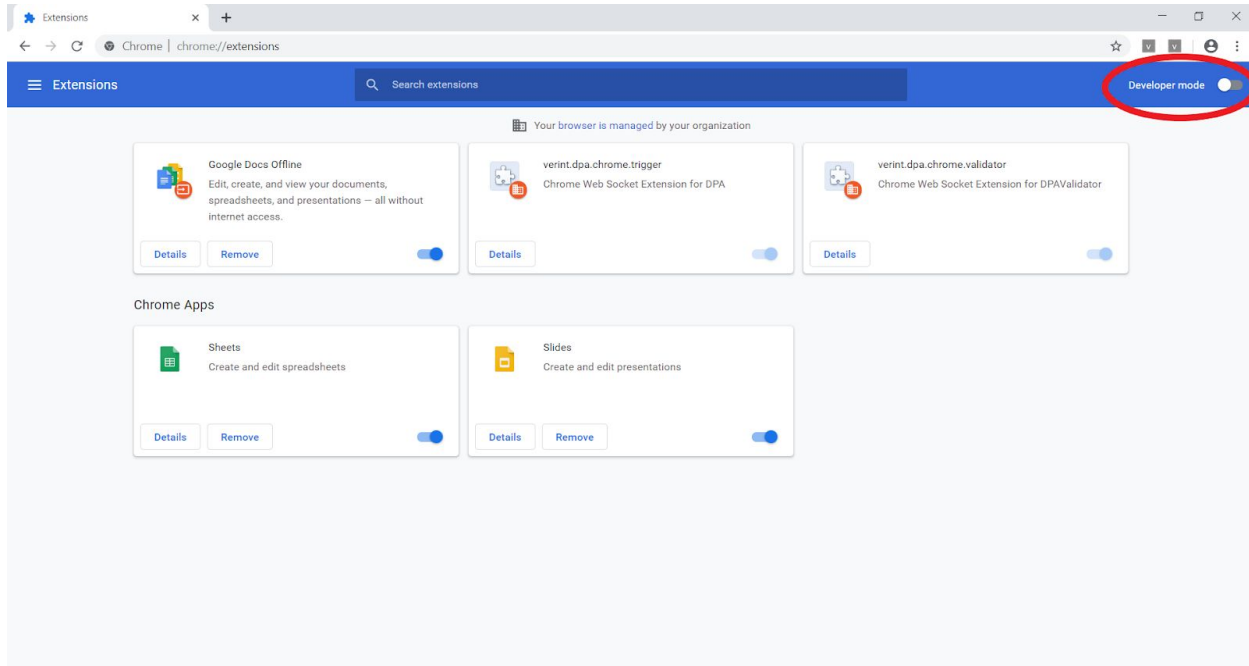


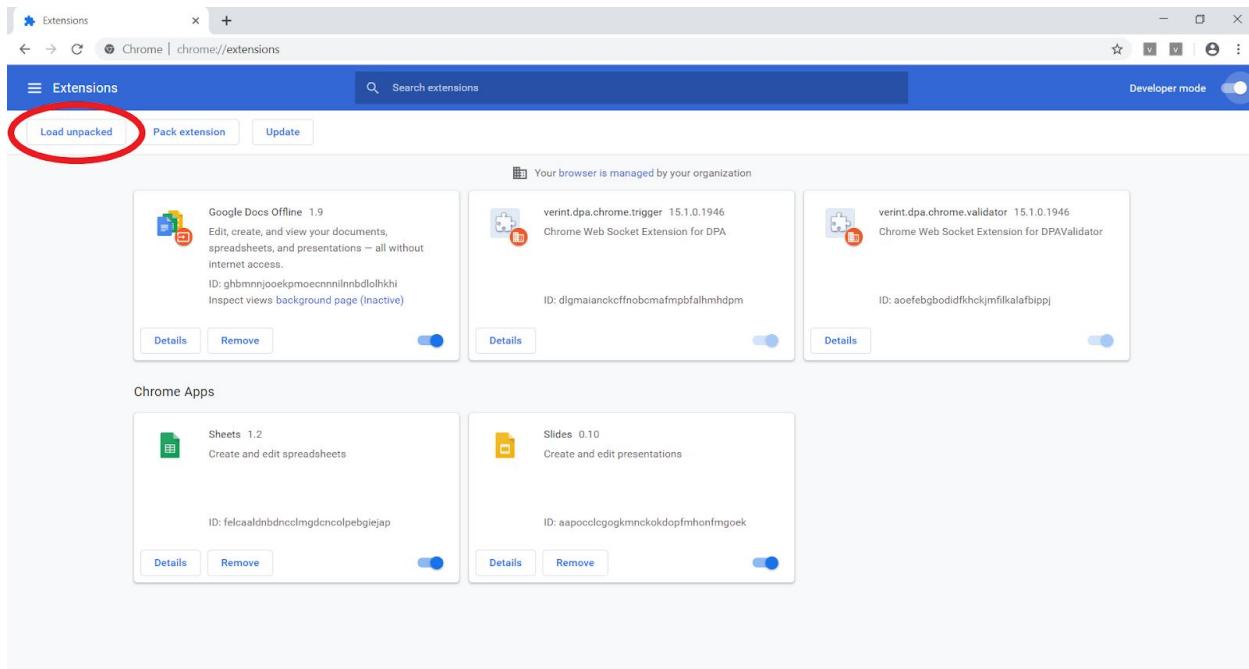
AutoTicket Instructions

Installation

1. Open a new Google Chrome window.
2. In the address bar, enter chrome://extensions
3. Turn on Developer Mode using the toggle in the upper-right corner of the screen:

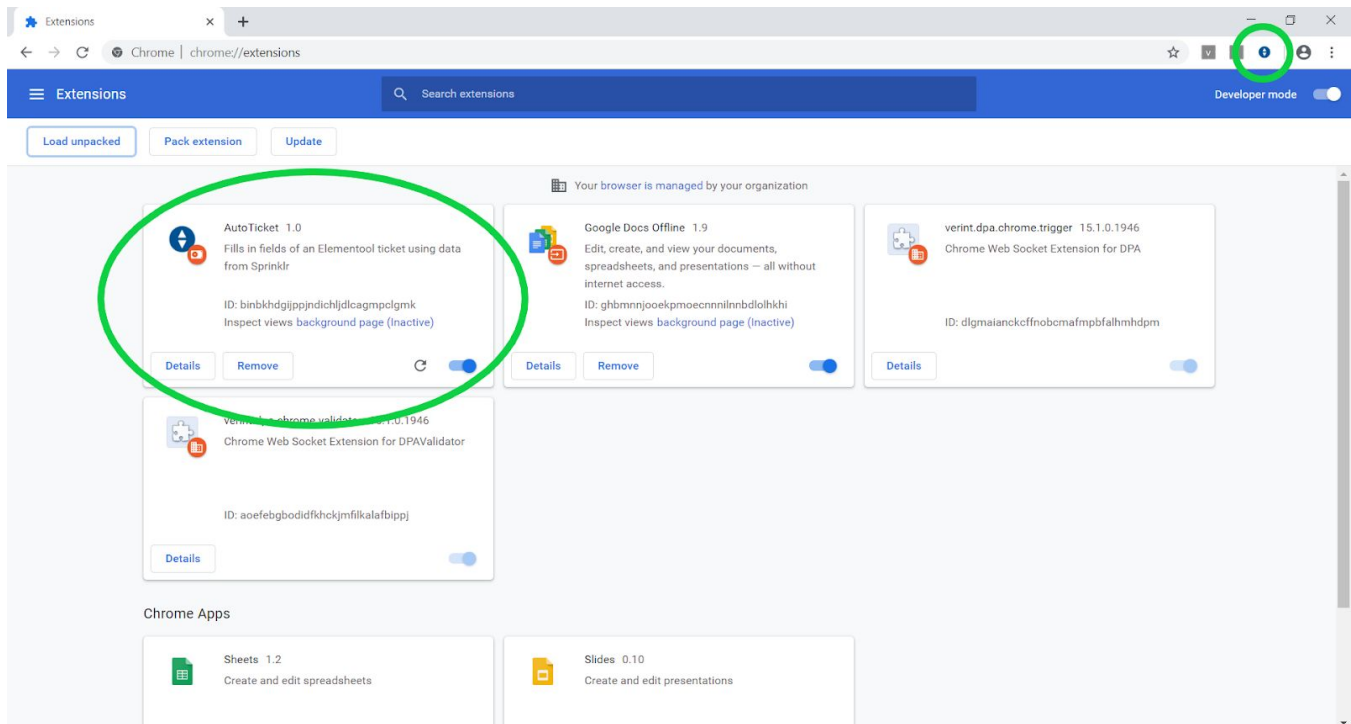


4. Click on the “Load Unpacked” button in the upper-left corner of the screen:



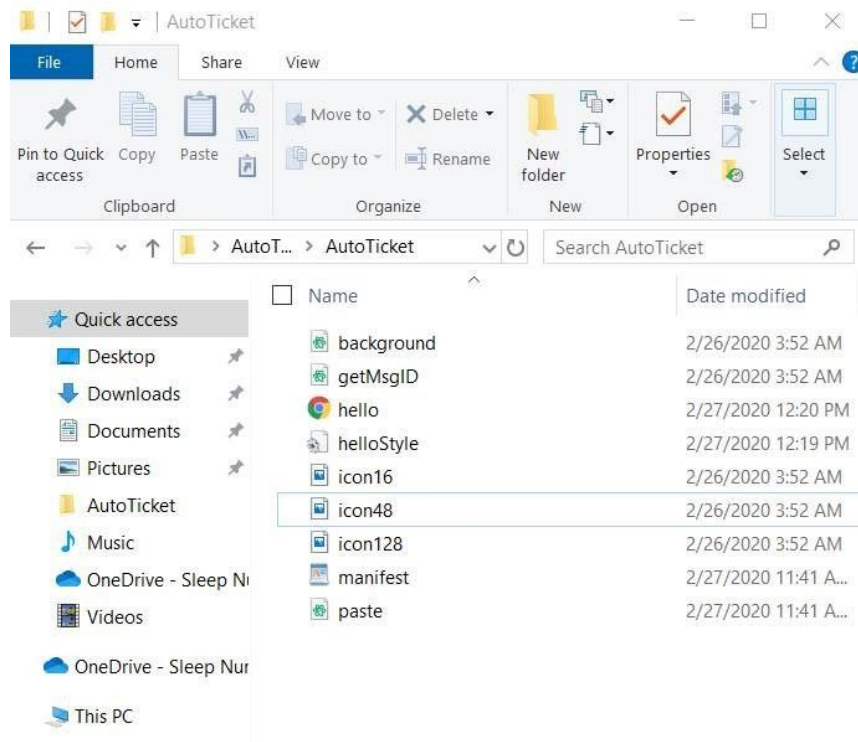
5. Select the AutoTicket folder.

6. The extension has now been added to chrome. You should also see its icon in the upper-right corner of the screen:

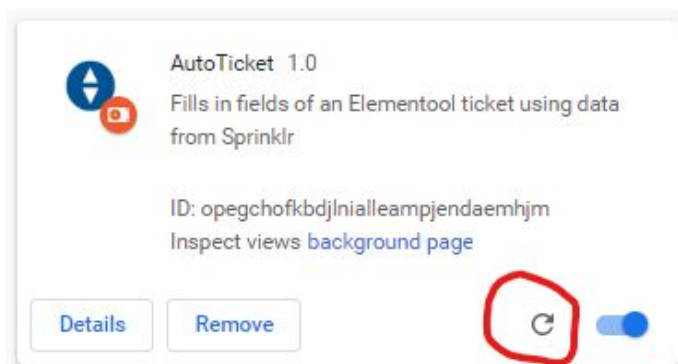


Updating AutoTicket

1. Replace the old version AutoTicket folder with new version
 - a. Unzip the new version and store it somewhere, and keep both new and old versions.
 - b. Click into both versions' folders until you see a list of files that look like this.

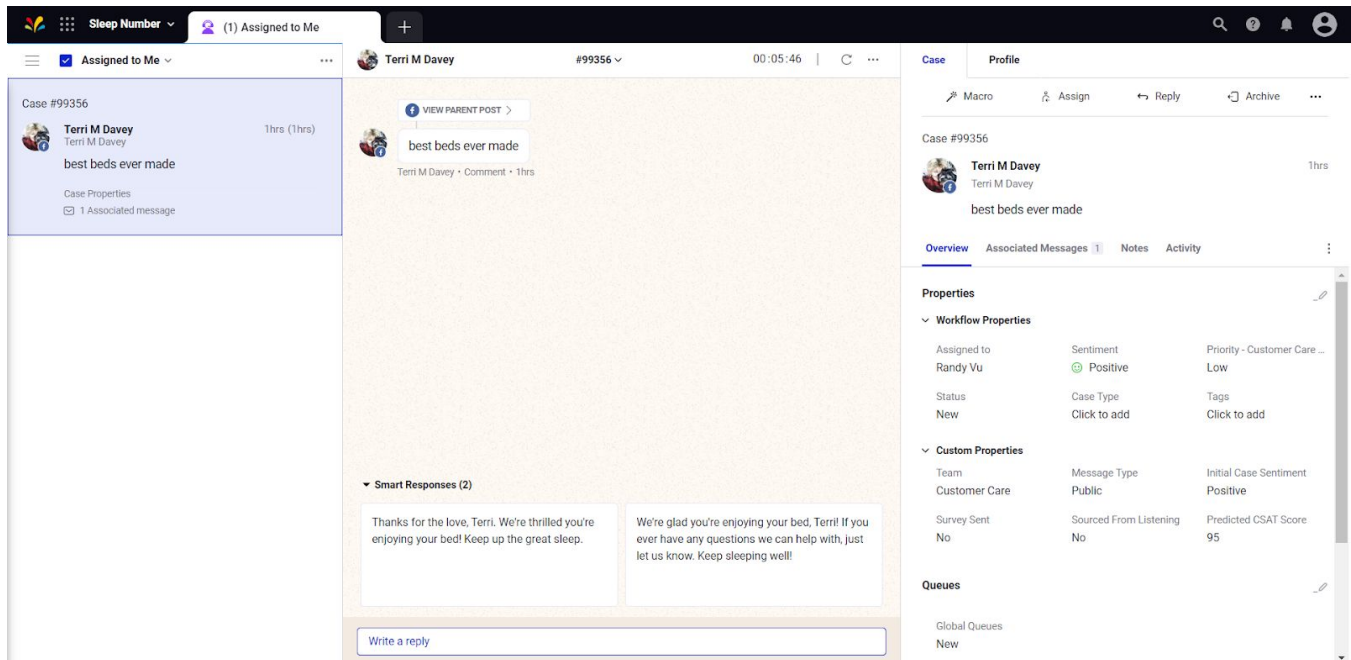


- c. Delete all the files in the old version folder.
 - d. Copy every file from the new version folder to the old version folder.
2. Go to <chrome://extensions> and click this refresh button

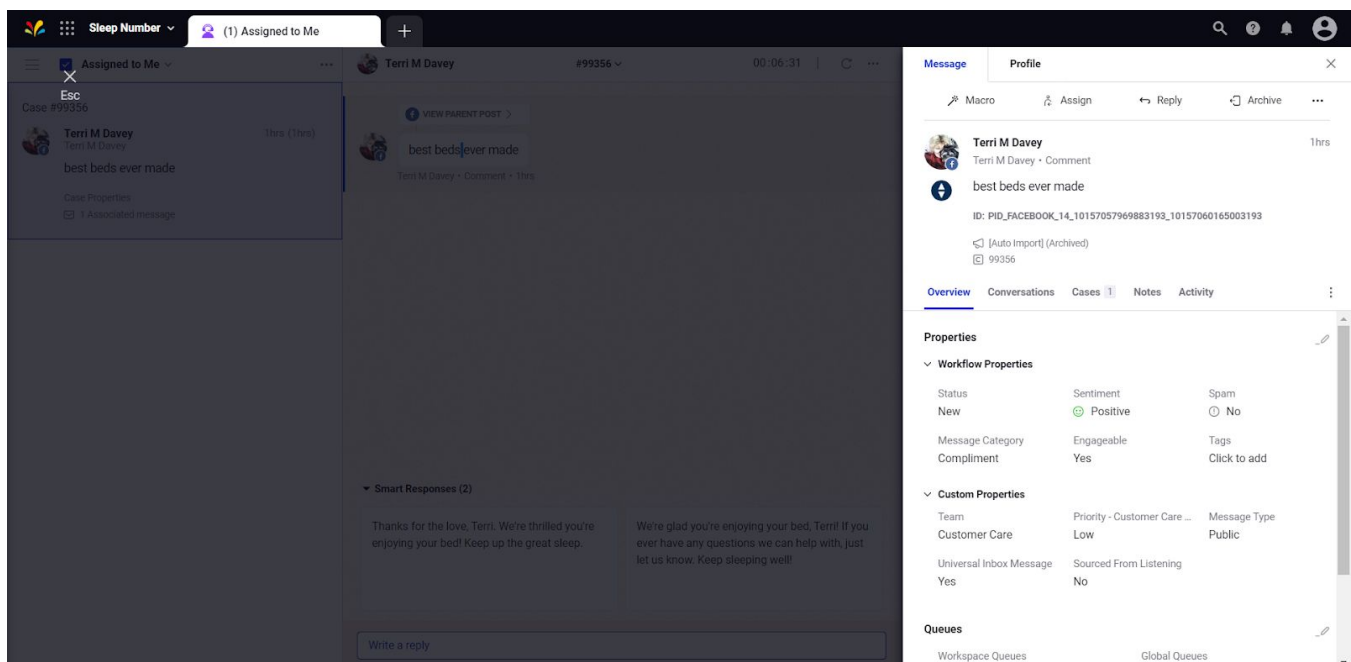


Using AutoTicket

1. Create a “New Issue” in elementool.
2. In Sprinklr, navigate to the message that you are replying to.



3. Double-click on the message to select it. You should see a pane pop up on the right side of the screen, and the rest of the screen will darken.



4. Press ALT+C
5. Click anywhere in the elementool window and press ALT+V to fill in the ticket. It should look something like this:

New Issue



| | |
|--------------------------------------------------------------|-------------------------------------|
| Tonality * | Positive ▼ |
| Follow Up ⓘ | <input type="checkbox"/> |
| Extern Test | <input type="checkbox"/> |
| AutoTicket ⓘ | <input checked="" type="checkbox"/> |
| AutoTicket Validation ⓘ | <input type="checkbox"/> |
| Issue * | ▼ |
| Social Media Channel * | Facebook ▼ |
| Interaction Location * | Comment / Tweet ▼ |
| Customer Name * | Terri M Davey |
| Customer number (if known) | |
| English ▼ <input checked="" type="checkbox"/> Check Spelling | |
| Customer's Post * | best beds ever made |
| Sleep Number's Response | |

| | |
|-----------------------------------|------------|
| Reported by | ▼ |
| Date of Customer Post * | 03/04/2020 |
| Time of Customer Post * | 8:25 AM ▼ |
| Date of Sleep Number Reply | 03/04/2020 |
| Time of Sleep Number Reply | AM ▼ |
| Submitted on: 03/04/2020 | |

Feedback

If you would like to report a bug or make a suggestion, click on the AutoTicket icon in the upper-right corner of the browser, then click the “Submit Feedback” link.

