E-mail format for ticket opening

Ticketing System

The following document explains the format's details that an e-mail must respect when your aim is to open a ticket by e-mail. In the summary table below are specified the values that have to be associated with each field of the format. All fields are mandatory.

A wrong typing and/or incorrect information will lead to e-mail rejection, in both cases the outcome of the operation will be communicated to your e-mail address as soon as possible by automatic response. In the eventual negative response from the system, please try again following these instructions, if the problem persists, remember that it is possible to open a ticket using the appropriate form on the platform.

At the end of the document, a picture of an e-mail is attached as an example of right formatting.

In any case, additional assistance is provided by the help desk, information regarding the switchboard, like its number, can be found in the appropriate section.

Summary table:

Target	Specify the name of target which requires assistance
Category	Specify the category of the problem found
Priority	Speciify the priority that you would assign to the ticket: HIGH, MEDIUM, LOW
Description	Write a description of the problem that you want to report

The e-mail subject will be considered as the title of the future ticket itself.

The following image shows an example of right formatted e-mail: