**Helpdesk Ticket Scan and Upload Photo by Customer**

**Document Version :**

1.3.0

**Prepared By :**

Probuse Consulting Service Pvt. Ltd.

**Office Address:**

SAKAR IX, Beside Old Reserve Bank of India, Near City

Gold Cinema, Ashram Road, Ahmedabad,

Gujarat - India 380009

**Email:**

[contact@probuse.com](mailto:contact@probuse.com)

**Website:**

[www.probuse.com](http://www.probuse.com/)

**Contact:**

+91 9601119434

**Helpdesk Ticket Scan and Upload Photo by Customer**

* **User List:**
  + **Customer:** Stera Jackson
  + **Support Manager:** Alice Morry

* **Capture Photo for ticket By Mobile**
  + Open Your Ticket from my account portal to see ticket
  + To Capture Photo Click on the SCAN button from portal ticket
    - It will ask you to select from phone gallery or capture by camera you can select one of them.
  + Submit captured Photo on ticket by click on Submit button from portal ticket
  + It will added in ticket as an attachment of the ticket it’s also visible to the below of the capture photo.
  + **Support Manager Alice Morry** can also see attached captured photo by customer from backend ticket

## **Capture Photo for ticket By Laptop/Computer**

* + Open Your Ticket from my account portal
  + To Capture Photo Click on the scan button
    - Select Photo to upload from your File Manager to upload it on ticket
  + Submit Selected Photo on ticket by click on Submit button from ticket.
  + It will add in ticket as an attachment
  + Customer Can see attachment(s) from Ticket Form in portal web
  + **Support Manager Alice Morry** can also see attached captured photo by customer from backend ticket