

## Steps to Raise a New Ticket:

### 1. Access Help Desk

- Go to the **Me** section
- Click on **Helpdesk**
- You will be directed to the **My Tickets** tab

### 2. Create New Ticket

- Click on **+ New Ticket**

The screenshot shows the Keka Helpdesk interface. The sidebar on the left has a 'Me' icon highlighted with a red box and arrow labeled '1'. The top navigation bar has a 'HELPDESK' tab highlighted with a red box and arrow labeled '2'. The main content area shows the 'My Tickets' tab with a '+ New Ticket' button in the top right corner, highlighted with a red box and arrow labeled '3'. Below the 'Open Tickets' section, there is a table of tickets.

TICKET N	TITLE	CREATED ON	PRIORITY	CATEGORY	ASSIGNED TO	TICKET STATUS	LAST UPDATED
21	basic concern Blitz	14 Apr, 2022	NA	Blitz	Baleji Sogethur	Open	09 Nov, 2022 C
14	Need additional socket near my desk Office Administration	24 Dec, 2020	LOW	Office Administrati	Scott Hanselman	Open	14 Mar, 2022 11:
20	Require a wireless Mouse Office Administration	23 Dec, 2020	MEDIUM	Office Administrati	Scott Hanselman	Open	24 Dec, 2021 11:
15	Require a Laptop System and IT Networks	16 Nov, 2020	HIGH	System and IT Net	Rasnam Gayathri	Open	14 Mar, 2022 11:

### 3. Fill Ticket Details

- In the "Raise a ticket" overlay window:
  - Select a category from the **Need help regarding** dropdown menu
  - Enter an appropriate **Title** for your ticket
  - Provide detailed description of your problem in the text box
- Click on **Raise ticket** to submit

The screenshot shows the 'Raise a ticket' overlay window. The 'Need help regarding' dropdown menu is highlighted with a red box and arrow labeled '1'. The 'Title' field contains 'Need USB hub.' The text area contains 'I need a USB hub to be able to connect external devices to my laptop. Kindly request you to assign the same to me as soon as possible.' The 'Raise ticket' button is highlighted with a red box and arrow labeled '3'.

#### 4. Track Your Ticket

- Once submitted, you can find your ticket under **Open Tickets**
- You can track the status and updates of your ticket here

#### **Mobile App Option:**

You can also raise tickets through the Keka mobile app by:

1. Accessing the **Helpdesk** tab
2. Clicking on **Rise a Helpdesk Ticket**
3. Following the same process as the web version
4. You can also attach relevant documents or files through the mobile app

The ticket will be assigned to the appropriate department and person for resolution once submitted.