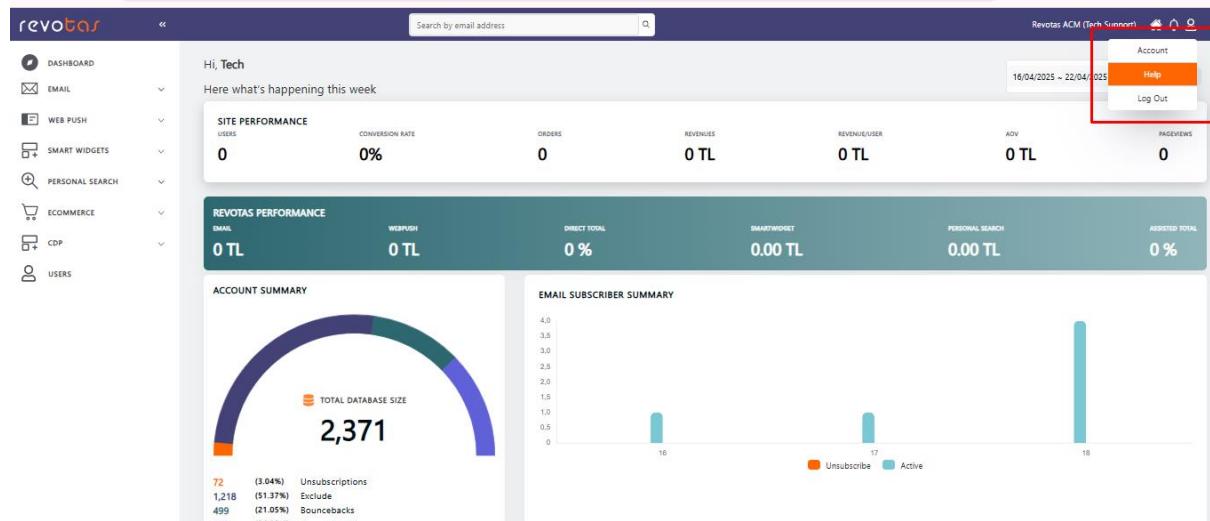


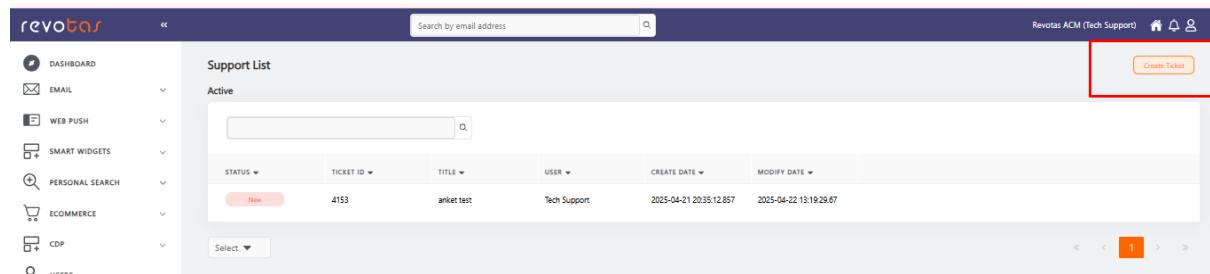
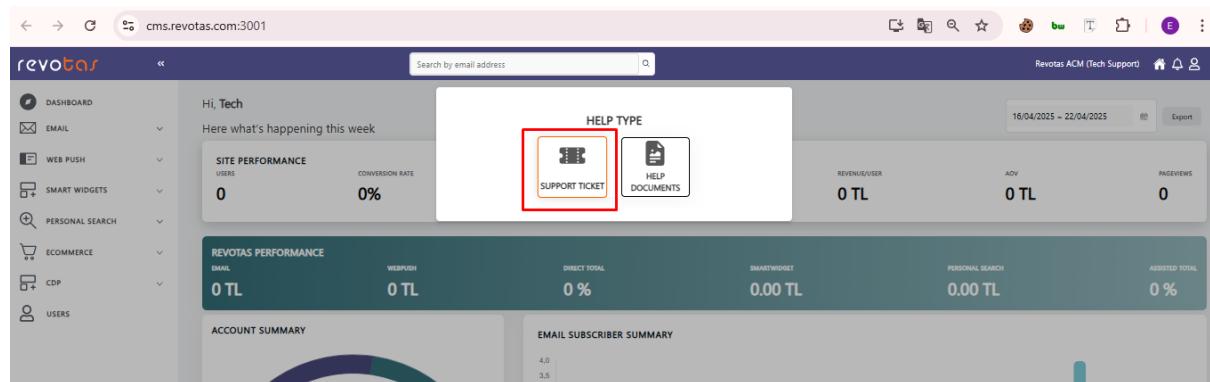
1. Help Butonuna Ulaşma

Revotas Panel'e giriş yaptıktan sonra, sağ üst köşede yer alan kullanıcı ikonuna tıklayın. Açılan menüden “Help” butonuna tıklayarak destek sayfasına erişebilirsiniz.



2. Destek Sayfası ve Ticket Oluşturma

Açılan sayfada “Support Ticket” sekmesini seçerek daha önce oluşturulmuş ticketleri görüntüleyebilir, sağ üst köşede yer alan “Create Ticket” butonuna tıklayarak yeni bir destek talebi oluşturabilirsiniz.



3. Ticket Türü Seçimi ve Talep Oluşturma

Yeni ticket oluşturma sayfasında üç farklı kategori göreceksiniz:

- **Genel Sorular için “General”:**

Genel konulardaki sorularınızı bu başlık altında iletebilirsiniz. Başlık, açıklama ve gerekirse görsel ekleyerek ticket oluşturabilirsiniz.

The screenshot shows the Revotas interface with the 'Contact Technical Support' form. On the left, there's a sidebar with various menu items like Dashboard, Email, Web Push, etc. The main form has a dropdown labeled 'What area of the system are you having trouble with?' with options 'Select', 'General', 'Support', and 'Billing'. The 'General' option is highlighted with a red box. Below it is a text input field for 'Title' containing 'Test' and a larger text area for 'Describe the problem you are encountering, or type your question.' containing 'testtesttest'. There's also a file upload section with a camera icon and a placeholder 'File Upload'.

This screenshot shows the same Revotas interface and form as the previous one, but with a different selection. The 'Support' category is now selected in the dropdown, indicated by a red box around the 'Support' option and the 'X' button. The rest of the form fields ('Title' with 'Test', 'Description' with 'testtesttest', and the file upload section) remain the same.

- **Destek Talepleri için “Support”:**

Destek istediğiniz alanı seçin, ardından ilgili konu başlığını belirleyerek talebinizi detailandırın.

Örnek: “E-Mail Campaigns” → “Kampanya Başlığı”

This screenshot shows the Revotas interface with a more complex support ticket. The 'Support' category is selected in the dropdown. A search bar above the dropdown shows 'Select' and 'Support'. The 'Title' field contains 'Test'. The 'Description' field contains 'testtesttest'. The file upload section is visible. A large dropdown menu is open next to the 'Description' field, listing various email-related categories: 'Email Campaigns', 'Email Testing Lists', 'Email Database', 'Email Target Groups', 'Email Content', 'Email Content Blocks & Logic', 'Email Templates', and 'Email Reports'. This indicates a highly detailed support request.

Revotab Contact Technical Support

What area of the system are you having trouble with?

Title: Test

Search: Anket

Describe the problem you are encountering, or type your question.

File Upload:

Submit Question

Revotab Contact Technical Support

What area of the system are you having trouble with?

Title: Test

Describe the problem you are encountering, or type your question.

File Upload:

Submit Question

- **Ödeme Talepleri için “Billing”:**

Faturalandırma veya ödeme ile ilgili konularda bu seçeneği kullanabilirsiniz. Gerekli alanları doldurduktan sonra sağ üstte yer alan **“Submit Questions”** butonuna tıklayarak ticket oluşturabilirsiniz.

Revotab Contact Technical Support

What area of the system are you having trouble with?

Title: Test

Describe the problem you are encountering, or type your question.

File Upload:

Submit Question

4. Oluşturulan Ticketları Görüntüleme

Ticket oluşturulduktan sonra açılan ekranın tüm taleplerinizi ve durumlarını kolaylıkla takip edebilirsiniz.

The screenshot shows the Revotas Support List interface. On the left is a sidebar with various modules: DASHBOARD, EMAIL, WEB PUSH, SMART WIDGETS, PERSONAL SEARCH, ECOMMERCE, CDP, and USERS. The main area is titled "Support List" and has a sub-section "Active". It features a search bar at the top right. Below the search bar is a table with columns: STATUS, TICKET ID, TITLE, USER, CREATE DATE, and MODIFY DATE. Two rows are visible: one for ticket ID 4153 (status New, title 'anket test', user 'Tech Support', created 2025-04-21, modified 2025-04-22) and one for ticket ID 4156 (status New, title 'Test', user 'Tech Support', created 2025-04-22, modified 2025-04-22). The row for ticket 4156 is highlighted with a red box. At the bottom of the table is a "Select" dropdown menu. The top right corner of the screen shows the user information "Revotas ACM (Tech Support)" and icons for home, notifications, and user profile.

5. Ticket Detaylarını Görüntüleme

Aynı listeden, oluşturulan ticket’ın üzerine tıkladıkten sonra gelen cevabı, son güncelleme tarihini ve kimin tarafından yanıtlandığını görüntüleyebilirsiniz.

This screenshot shows the same Support List interface as above, but with a modal window open over the ticket for ID 4156. The modal is titled "Support Detail" and contains the ticket's content. It shows a message from "Tech Support" (27 minutes ago) with the text "testtesttest". Below this, there is a reply from "Ecom Dereagzi" (a minute ago) with the text "Reply By: Ecom Dereagzi a minute ago KONTROL EDİLMİŞTİR". To the right of the modal, a "Ticket Details" panel is visible, containing the ticket's ID (4156), status (New), creation date (2025-04-21), and update date (2025-04-22 13:56:08.517). The "Last Replier" field is also highlighted with a red box and shows "Ecom Dereagzi". The top right corner of the screen shows the user information "Revotas ACM (Tech Support)" and icons for home, notifications, and user profile.

This screenshot shows the "Support Detail" page for ticket ID 4156. The left side displays the ticket content, which includes a message from "Tech Support" (27 minutes ago) and a reply from "Ecom Dereagzi" (a minute ago). The right side displays the "Ticket Details" panel, which includes the ticket's ID (4156), status (New), creation date (2025-04-21), update date (2025-04-22 13:56:08.517), and the last replier (Ecom Dereagzi). The top right corner of the screen shows the user information "Revotas ACM (Tech Support)" and icons for home, notifications, and user profile.