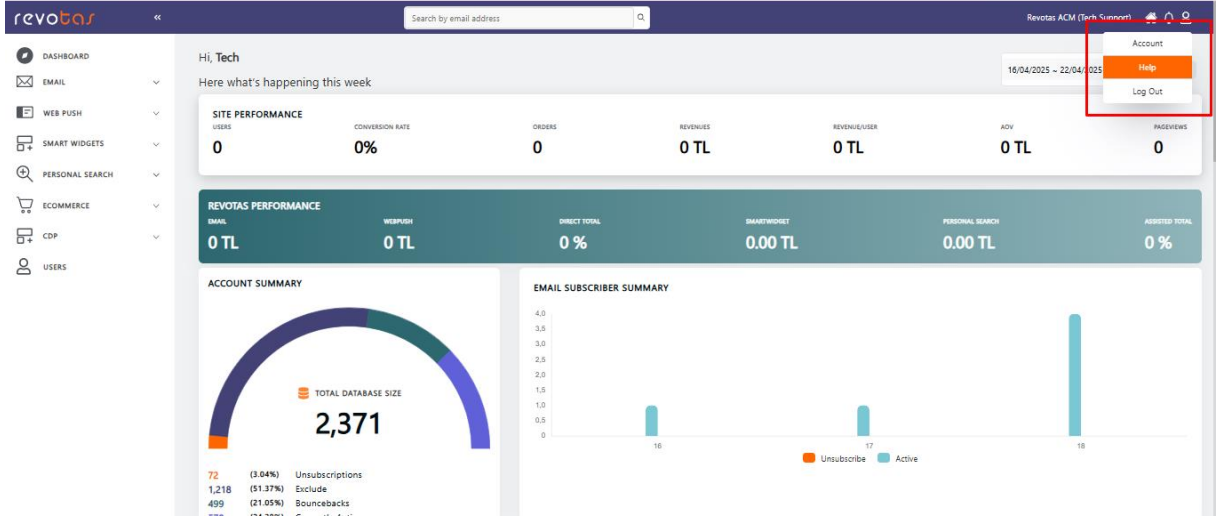


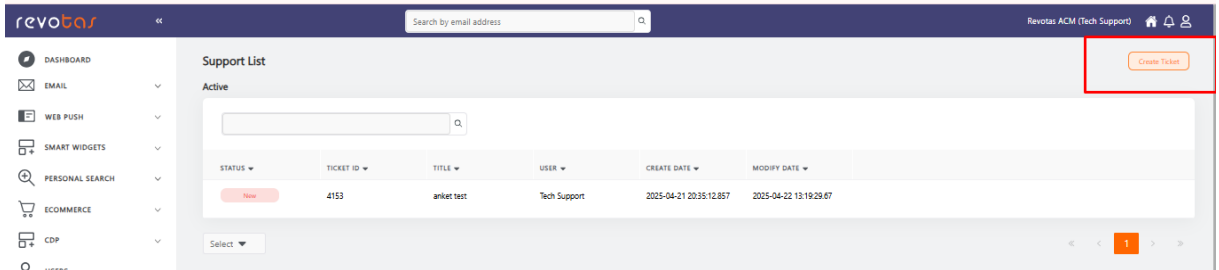
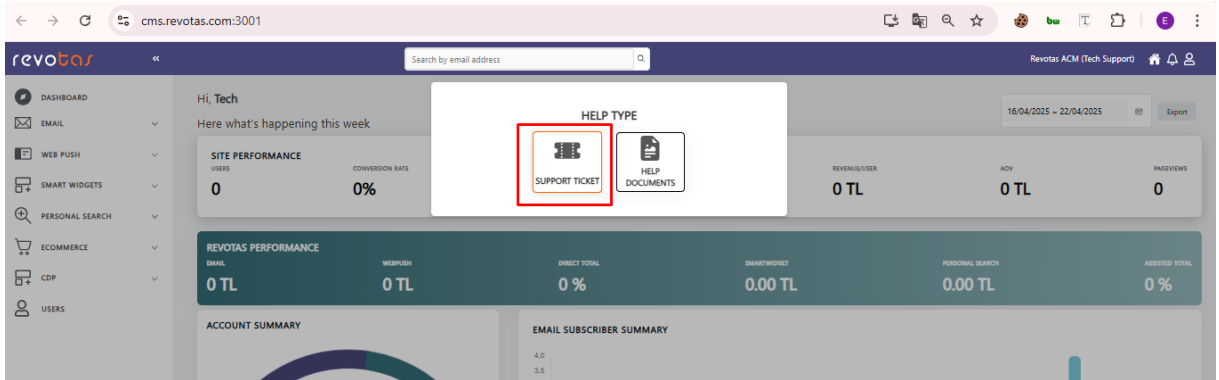
## 1. Help Butonuna Ulaşma

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 ticketları 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 'Contact Technical Support' form in the Revotat system. The left sidebar contains navigation links: DASHBOARD, EMAIL, WEB PUSH, SMART WIDGETS, PERSONAL SEARCH, ECOMMERCE, CDP, and USERS. The main form area has a header 'Contact Technical Support' and a 'Submit Question' button. Below the header, there is a question: 'What area of the system are you having trouble with?'. A dropdown menu is open, showing three options: 'General', 'Support', and 'Billing'. The 'General' option is highlighted with a red box. Below the dropdown, there is a text input field for the title, a larger text area for describing the problem, and a 'File Upload' button with a camera icon.

The screenshot shows the 'Contact Technical Support' form in the Revotat system. The left sidebar contains navigation links: DASHBOARD, EMAIL, WEB PUSH, SMART WIDGETS, PERSONAL SEARCH, ECOMMERCE, CDP, and USERS. The main form area has a header 'Contact Technical Support' and a 'Submit Question' button. Below the header, there is a question: 'What area of the system are you having trouble with?'. A dropdown menu is open, showing three options: 'General', 'Support', and 'Billing'. The 'Support' option is highlighted with a red box. Below the dropdown, there is a text input field for the title, a larger text area for describing the problem, and a 'File Upload' button with a camera icon.

- **Destek Talepleri için “Support”:**  
Destek istediğiniz alanı seçin, ardından ilgili konu başlığını belirleyerek talebinizi detaylandırın.  
Örnek: “E-Mail Campaigns” → “Kampanya Başlığı”

The screenshot shows the 'Contact Technical Support' form in the Revotat system. The left sidebar contains navigation links: DASHBOARD, EMAIL, WEB PUSH, SMART WIDGETS, PERSONAL SEARCH, ECOMMERCE, CDP, and USERS. The main form area has a header 'Contact Technical Support' and a 'Submit Question' button. Below the header, there is a question: 'What area of the system are you having trouble with?'. A dropdown menu is open, showing three options: 'General', 'Support', and 'Billing'. The 'Support' option is highlighted with a red box. Below the dropdown, there is a text input field for the title, a larger text area for describing the problem, and a 'File Upload' button with a camera icon. A sub-category dropdown menu is also open, showing options: 'Email Campaigns', 'Email Testing Lists', 'Email Database', 'Email Target Groups', 'Email Content', 'Email Content Blocks & Logic', 'Email Templates', and 'Email Reports'.

revobas « Search by email address Revotas ACM (Tech Support) Submit Question

What area of the system are you having trouble with?

Support x Email Campaigns x Select

Title

Test

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

testtesttest

File Upload

revobas « Search by email address Revotas ACM (Tech Support) Submit Question

What area of the system are you having trouble with?

Support x Email Campaigns x test x

Title

Test

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

testtesttest

File Upload

- **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.

revobas « Search by email address Revotas ACM (Tech Support) Submit Question

What area of the system are you having trouble with?

Billing x

Title

Test

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

testtesttest

File Upload

#### 4. Oluşturulan Ticketları Görüntüleme

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

The screenshot shows the Revotas Support List interface. The left sidebar contains navigation options: DASHBOARD, EMAIL, WEB PUSH, SMART WIDGETS, PERSONAL SEARCH, ECOMMERCE, CDP, and USERS. The main area displays a table of active tickets. The table has columns for STATUS, TICKET ID, TITLE, USER, CREATE DATE, and MODIFY DATE. Two tickets are listed: one with ID 4153 titled 'anket test' and another with ID 4156 titled 'Test'. The ticket with ID 4156 is highlighted with a red box.

STATUS	TICKET ID	TITLE	USER	CREATE DATE	MODIFY DATE
New	4153	anket test	Tech Support	2025-04-21 20:35:12.857	2025-04-22 13:19:29.67
New	4156	Test	Tech Support	2025-04-22 13:56:08.517	2025-04-22 13:56:08.517

#### 5. Ticket Detaylarını Görüntüleme

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

The first screenshot shows the Revotas Support List interface with the ticket having ID 4156 highlighted. The second screenshot shows the 'Support Detail' view for ticket 4156. The ticket title is 'Test', the user is 'Tech Support', and the last reply is from 'Ecom Demagol' with the subject 'KONTROL EDİLMİŞTİR'. The 'Ticket Details' sidebar on the right shows the ticket ID, status, creation date, and the last reply.

**Support Detail**

**Test**

From : Tech Support - 27 minutes ago  
testtesttest

Reply By : Ecom Demagol - a minute ago  
KONTROL EDİLMİŞTİR

Reply By : Ecom Demagol - a minute ago

**Ticket Details**

Ticket ID : 4156  
Ticket Status : New  
Created On : 2025-04-22 13:56:08  
Updated : 2025-04-22 14:22:02  
Last Reply : Ecom Demagol  
Customer: Revotas ACM