



How do I create a heldesk ticket after product launch?

Introduction



- **You have successfully launched our car rental product on your sales channel and have a technical or product-related question?** We are kindly at your disposal via our Carnect service desk.
- Please use the login data provided to you (you can also find them in your ***“Carnect_KeyFacts”*** document) and create your request in our portal.

Choose the right channel

1 <https://carnect.atlassian.net/servicedesk/customer/portals>

1

Welcome to Carnect Service Desk

Find help and services

Suchen...

2

Carnect Support Portal

Carnect helpdesk is available to support you in case of questions about technical issues or errors

Client Partner Integrations

Carnect integrations team is available to support you through the implementation phase of our car rental API

Carnect Support Integration

Welcome! You can raise a Carnect Support Integration request from the options provided.

1

Log into the service desk portal:

<https://carnect.atlassian.net/servicedesk/customer/portals>

2

Only use „*Carnect Support Portal*“ to create a ticket for our helpdesk team! This way we can ensure you get our best support! **Don't** use the other 2 options – they are for other purposes!

Create a ticket – Step 1

Tutorial Helpdesk Video

<https://youtu.be/nptniKnbn4c>

[Carnect Portal](#) / [Carnect Support Portal](#)



Carnect Support Portal

Welcome! You can raise a customer support request.

What can we help you with?



[Create Bridge-User \(HBG/corporate\)](#)



[Open a support ticket](#)



Click here to open a new support ticket!

Create a ticket – Step 2



Carnet Support Portal

Welcome! You can raise a customer support request.

What can we help you with?



Open a support ticket

Thank you for using our portal. Please provide as much information as possible about any potential issue you may have as this will help us to resolve the issue more quickly.

How can we help you? (in brief) *

Please describe what you need in brief (one sentence).

Error/ issue description (as short as possible- please use bullet points) *

For example, what were you trying to do?

Show more...

Used URL or Connection

<http://www.example.com>

Point of Sale

Pickup/Dropoff - Location

Use the exact pickup/dropoff location of your search criteria

Pickup date and time

Use the exact pickup date and time of your search criteria

Drop off date and time

Use the exact dropoff date and time of your search criteria

Car rental company

Please enter the car rental company name

Vehicle type



Please fill in all necessary information in the ticket. One of our helpdesk team members will reply to you!