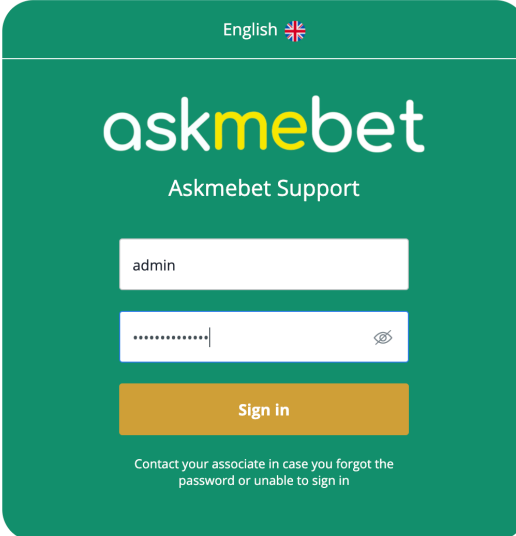



How to use support system

1. Go to link: ambsupport.com then login.



English 

askmebet

Askmebet Support

admin

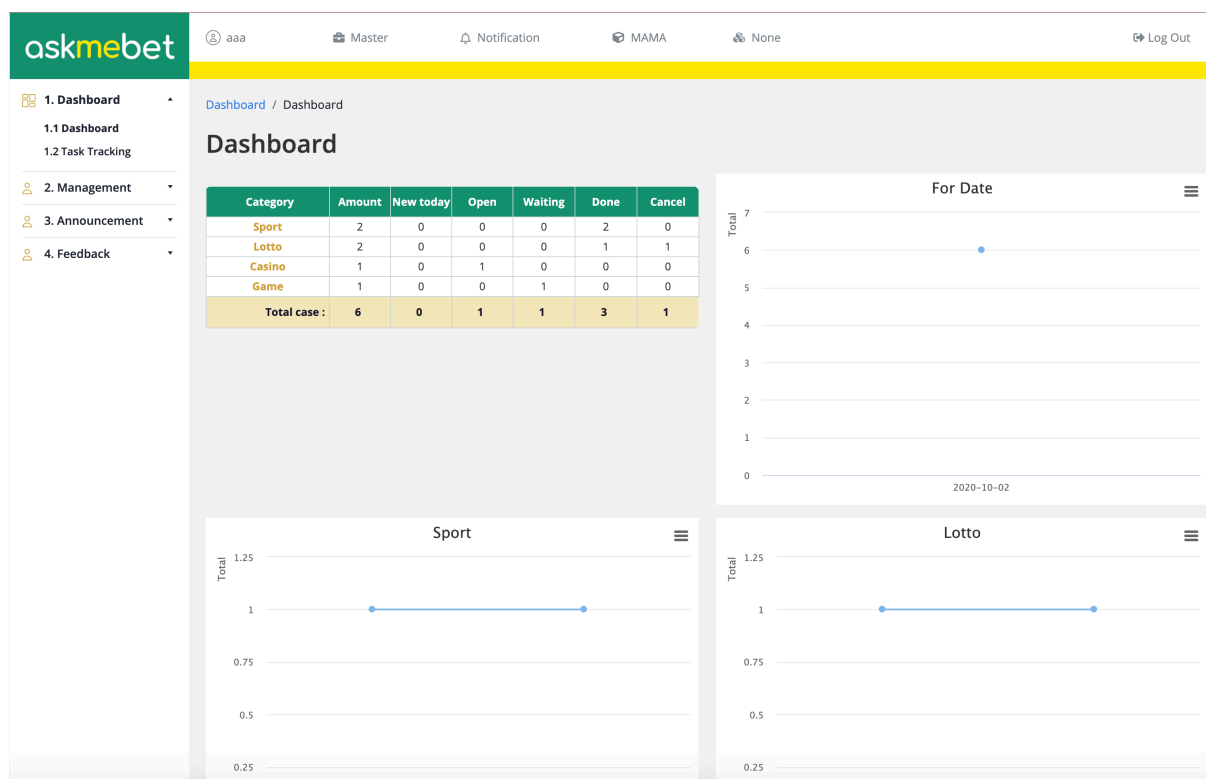
.....

Sign in

Contact your associate in case you forgot the password or unable to sign in

Dashboard and Task Tracking

2. After login you will see “Dashboard”, this is all your case summary.



3. How to add issue, please go to menu 1.2 Task Tracking.

- Click on +Add button to add new task. Please provide all detail for the support team to have a perfect quality check on yours issue.
- Please don't forget to save.

The screenshot shows the askmebet dashboard. On the left sidebar, the menu items are: 1. Dashboard, 1.1 Dashboard, 1.2 Task Tracking (highlighted with a red circle), 2. Management, 3. Announcement, and 4. Feedback. The main content area is titled 'Task Tracking' and includes a search bar with fields for Product / Agent / Prefix, Category (All), Status (All), and a checkbox for My task. Below the search bar are date and time pickers for Start date (05-10-2020, 12:00 AM) and To date (05-10-2020, 01:41 PM), along with a Search button. A table with columns: No, Level, Ticket ID, Status, Product, Ag / Pref, Categories, Created date, Created by, Pick up / Action by, Average enddate, Desc, Files, and Actions is shown below. The table currently displays 'No Data.' In the top right corner of the dashboard, there is a '+ Add' button, which is also highlighted with a red circle and an arrow pointing to it from the text above.

This is the top section of the 'Add Task Tracking' form. It contains the following fields:

- *Product :
- *Agent / Prefix :
- *Category :
- *Level :
- *Website link (Troubled) :
- *Username (Troubled) :
- *Password (Troubled) :
- *Problem :
- *Troubleshooting :

At the bottom of this section are two buttons: 'Save' and 'Close'.

This is the bottom section of the 'Add Task Tracking' form. It contains the following fields:

- *Username (Troubled) :
- *Password (Troubled) :
- *Problem :
- *Troubleshooting :
- *After first fixed :
- Other :
- Attach file : No file chosen

Below the 'Attach file' field is a note: 'Note: You can only upload a maximum of 5 files.' At the bottom of this section are two buttons: 'Save' and 'Close'.

4. After add task, your task will appear here.
 - You also can monitor that's your task got pick-up by our support team yet or not.
 - After our support team pick-up task, you will see the who's pick-up and average / estimate end date.

Dashboard / Task Tracking

Task Tracking + Add

Search: Category: Status: ☐ My task

Start date: To date:

No	Level	Ticket ID	Status	Product	Ag / Pref	Categories	Created date	Created by	Pick up / Action by	Average enddate	Desc	Files	Actions
1	●	GA3292	new	Test abcdefg	abcdefg	game	05-10-2020 14:05	aaa	-	-			
2	●	LO3291	waiting	test	test	lotto	05-10-2020 13:52	aaa	Admin	05-10-2020 14:09			

5. You can also see comment from our support team here, by clicking on button.
 - If have any comment, it will notify you by red dot.

Actions	Actions

- You also can reply back to our support team, after chat please click on “Save”.

Chat

Admin

Hello from support team, testing comment.

10/5/2020 2:17:38 PM

Chat: noted

Save Close

Chat

Admin

Hello from support team, testing comment.

10/5/2020 2:17:38 PM

noted.

10/5/2020 2:18:53 PM

Chat:

Save Close

6. After case solved, our support team will close case and you will get notify here.
 - You have to "Acknowledge" case close by clicking on Acknowledge button.



My open task

No	Level	Ticket ID	Status	Product	Agent / Prefix	Categories	Created by	Pick up / Action by	Average end date	Desc	Attached files	Acknowledge
1	●	LO3291	done	test	test	lotto	aaa	Admin	05-10-2020 14:09			✓

- After acknowledged, this task will disappear.

Management

1. How to add sub-agent.
 - Clicking on menu 2.1 Add Sub Agent.
 - Enter all require field, then click on "Add Sub Agent" button.

askmabet

aaa Master Notification MAMA None

1. Dashboard

2. Management

2.1 Add Sub Agent

2.2 Sub Agent

2.3 Add Member

2.4 Member

3. Announcement

4. Feedback

Management / Add Sub Agent

Add Sub Agent

*Name :

*Prefix :

Description :

Remark :

Add Sub Agent

- Edit sub-Agent here.

1. Dashboard

2. Management

2.1 Add Sub Agent

2.2 Sub Agent

2.3 Add Member

2.4 Member

3. Announcement

4. Feedback

Management / Sub Agent

Sub Agent

Search : Search

No	Name	Prefix	Company	Agent	Description	Remark	Create date	Create by	Action
1	Test03	Test03	Snocko Technology	MAMA	a	aaa	02-10-2020 15:27	Admin	

- Add member and Edit Member also same with Sub-Agent.

