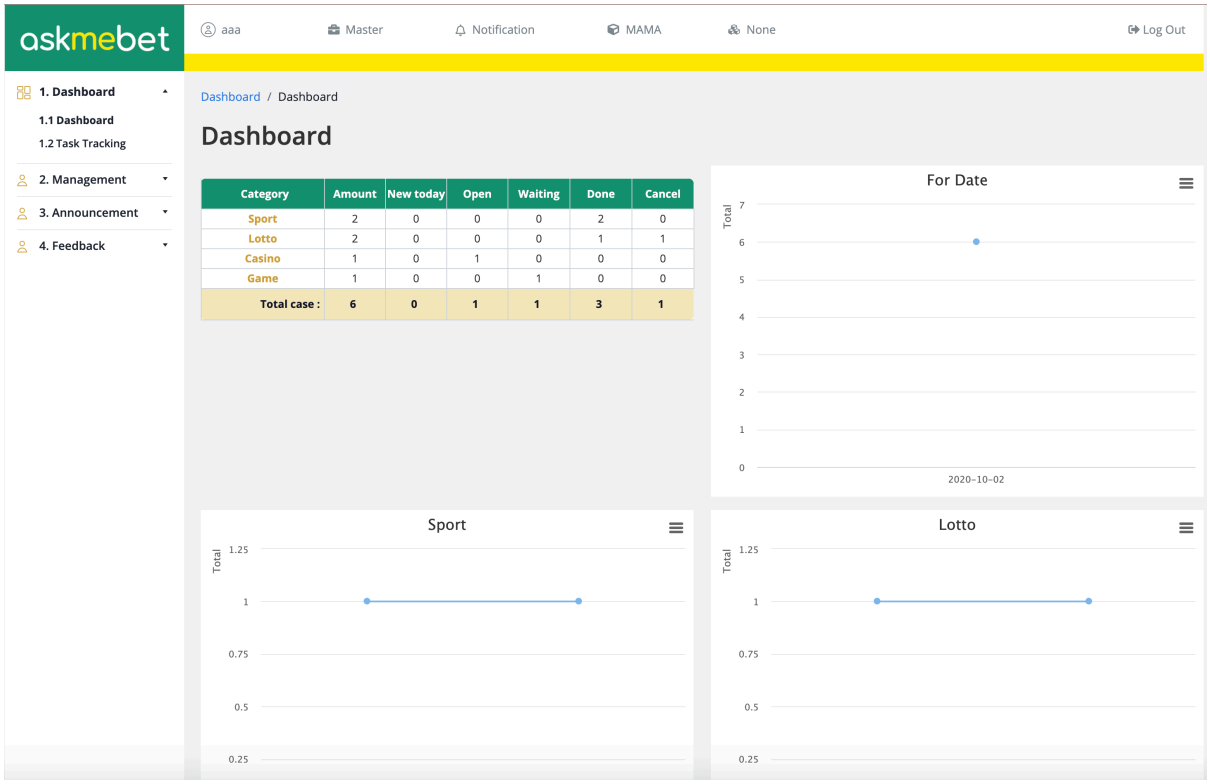
How to use support system

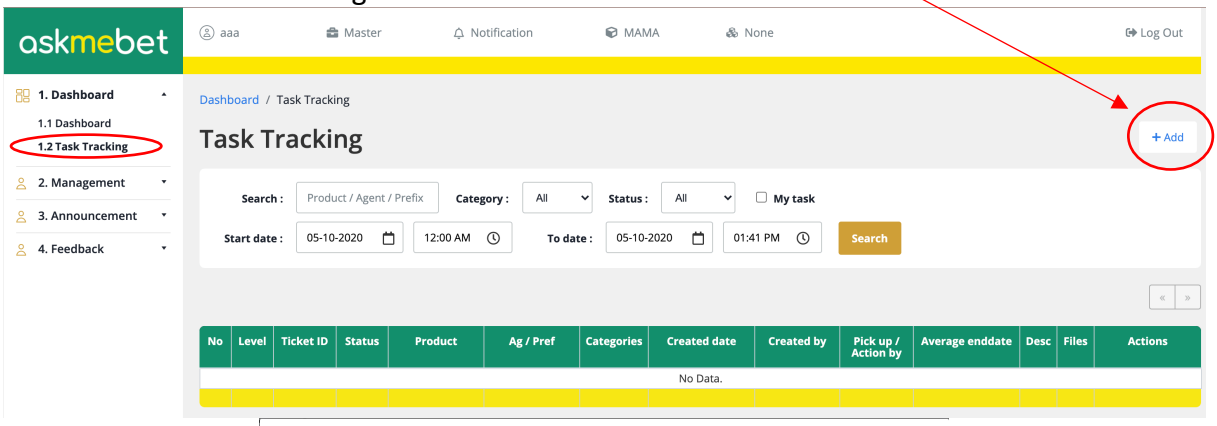
1. **Go to link: ambsupport.com then login.**

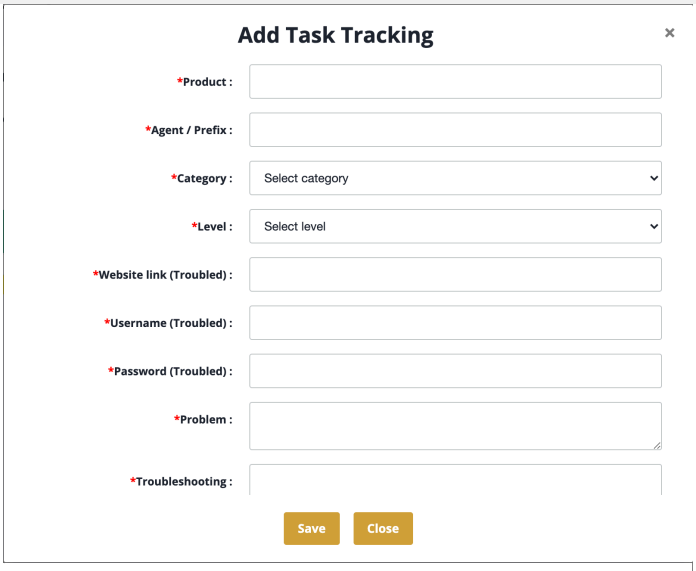
Dashboard and Task Tracking

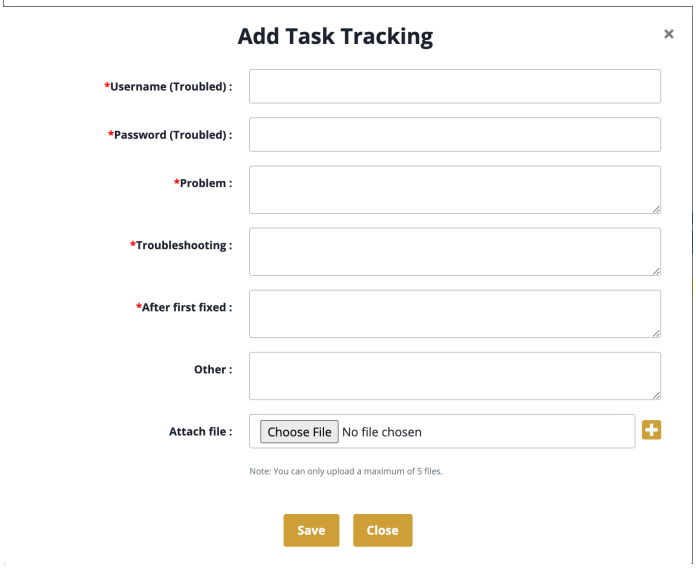
2. **After login you will see “Dashboard”, this is all your case summary.**



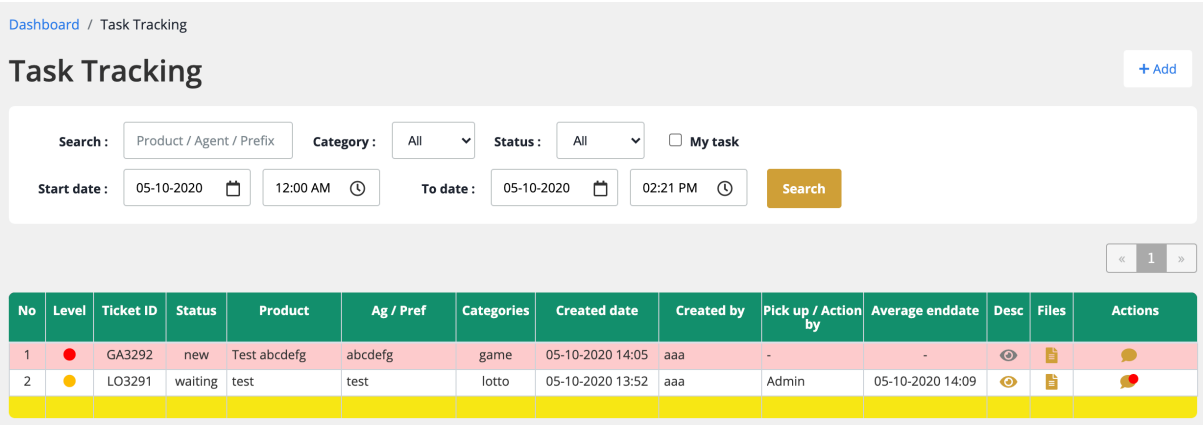
3. **How to add issue, please go to menu 1.2 Task Tracking.**
   - Click on +Add button to add new task. Please provide all detail for the support team to have a perfect quality check on yours issue.
   - Please don't forget to save.



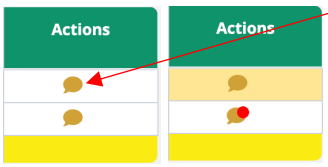




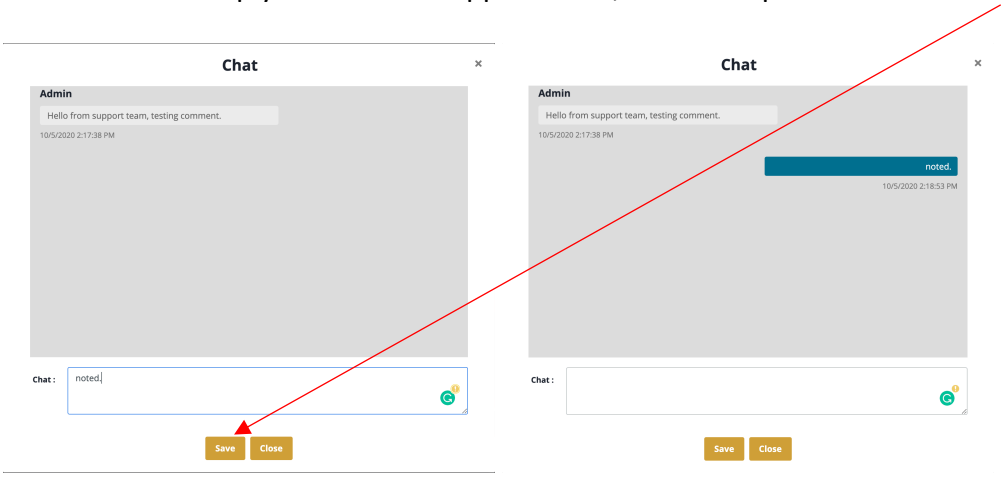
4. After add task, your task will appear here.
   - You also can monitor that's your task got pick-up by our support team yet or not.
   - After our support team pick-up task, you will see the who's pick-up and average / estimate end date.



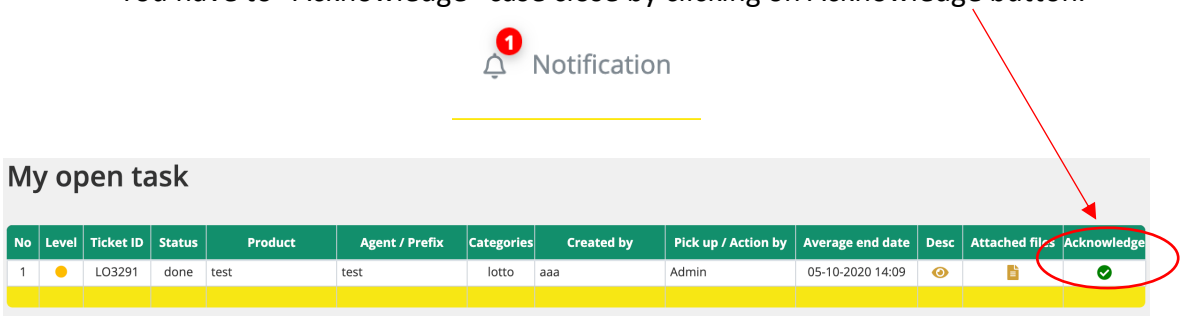
5. You can also see comment from our support team here, by clicking on button.
   - If have any comment, it will notify you by red dot.



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



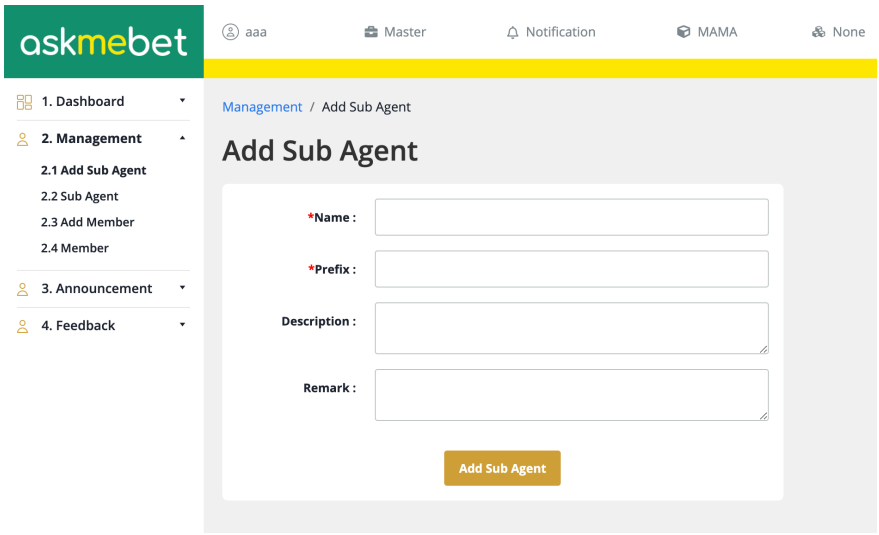
6. After case solved, our support team will close case and you will got notify here.
   - You have to “Acknowledge” case close by clicking on Acknowledge button.



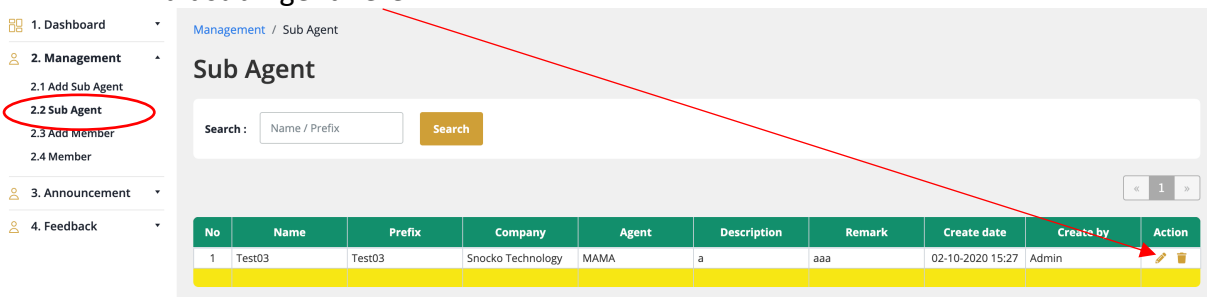
   - After acknowledged, this task will disappear.

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.



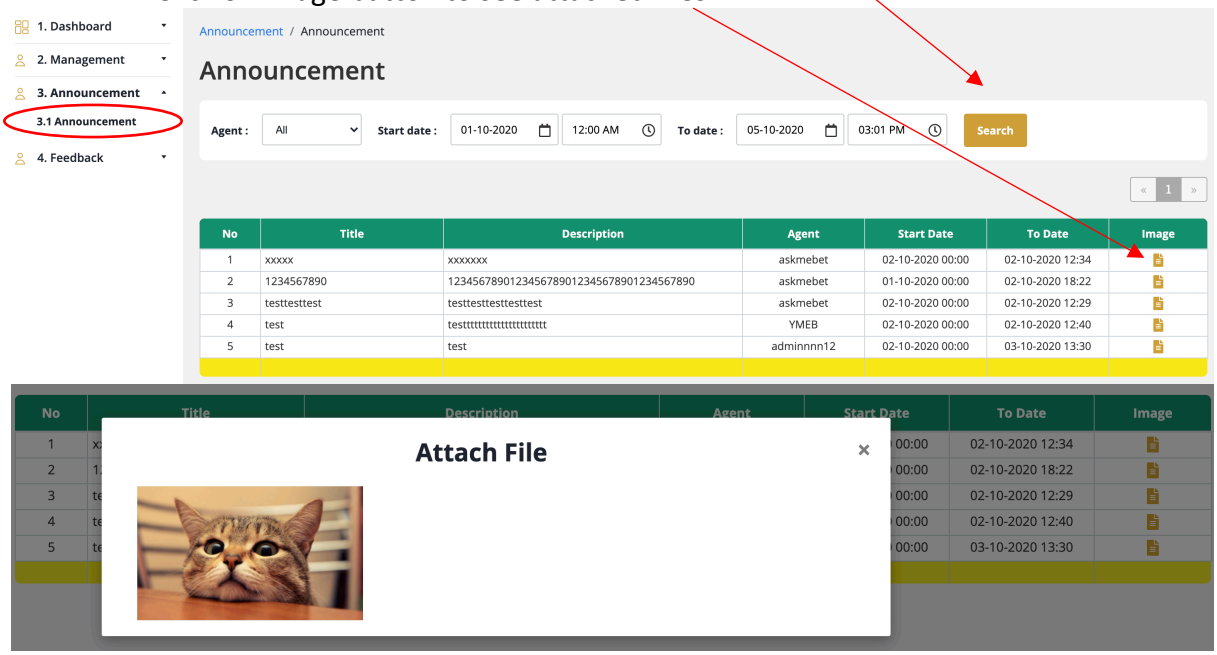
   - Edit sub-Agent here.



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

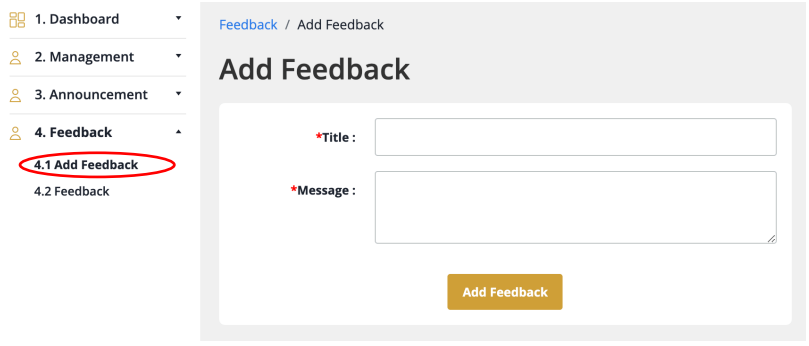
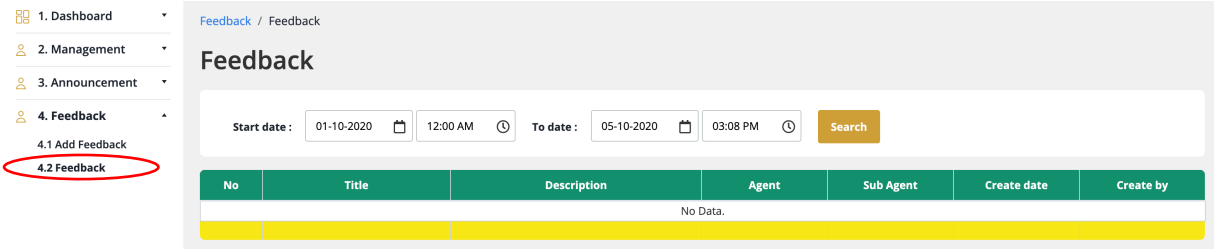
Announcement

1. You can see announcement from our side here.
   - The default date is today, you also can search by date filter.
   - Click on image button to see attached files.



Feedback

1. Please provide your feedback to us here.



   - This is your previous feedback.