



2022

MILESIGHT IOT TRAINING

-Milesight IOT Ticket System



Better Inside, More in Sight

— V1.0 —

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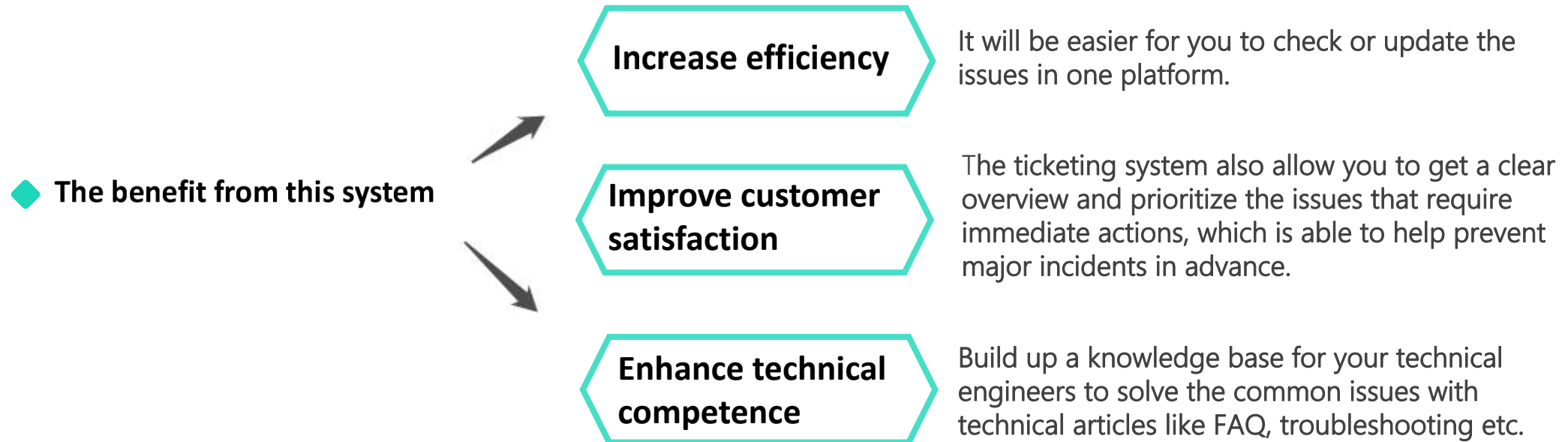
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▶ **What is Milesight Ticket System**

What is Milesight Ticket System?

- ◆ Ticket system is a system to record and manage all your support issues sent to Milesight, including questions, bugs and new features requirements.



The changes launching this system :

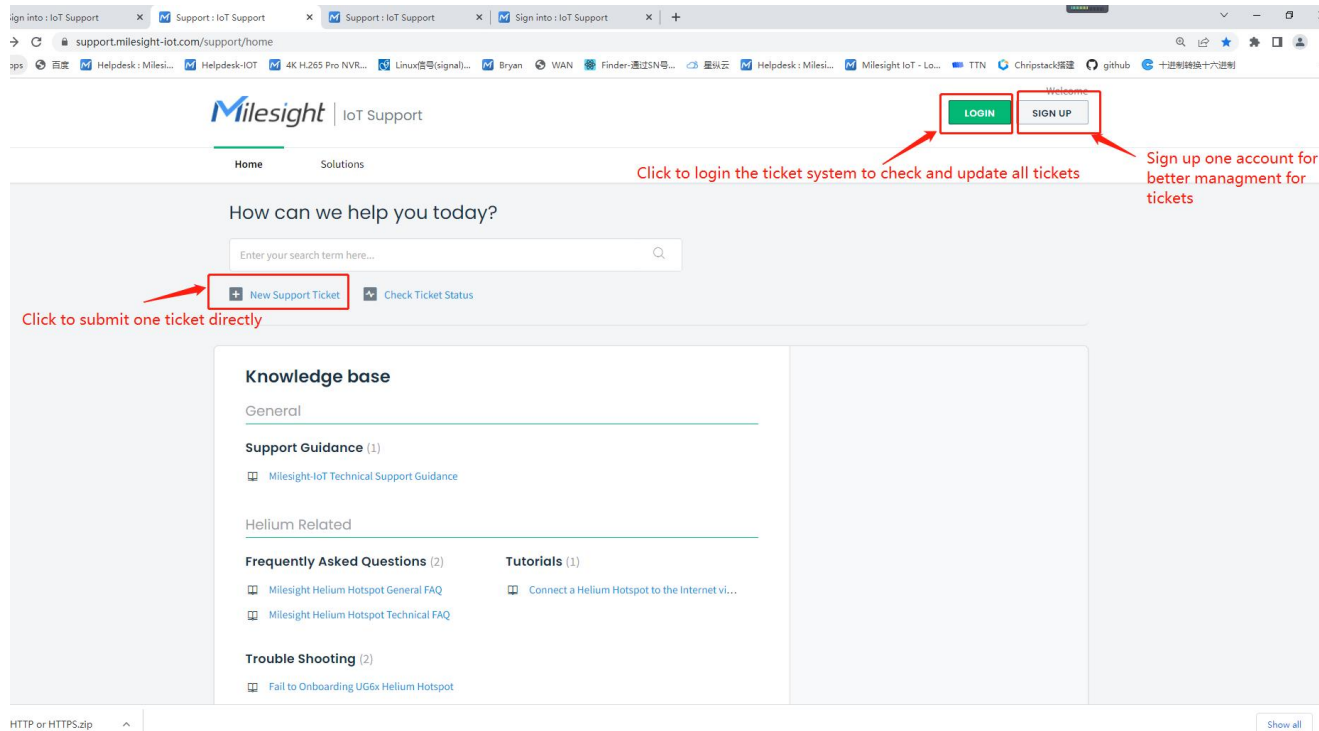
Your high priority technical support is still be the same and we just hope to add automatic system for a better follow up. So we highly recommend you to report most of the daily issues via logging into this system and Milesight IOT technical support team will respond all issues. But for special or urgent situation, the instant communication ways are welcomed for instant support.

02

- ▶ **How to Use Milesight Ticket System**

How to Use Milesight Ticket System

- ◆ Milesight Ticket system:
<https://support.milesight-iot.com/support/home>
- ◆ Sign up account on Ticket system or get Ticket system login account from Milesight Technical support
- ◆ Click New Support Ticket to submit one ticket without account login



We recommend to login ticket system via account and submit the ticket to get better management for all history tickets than new one ticket without account login

Ticket Interface

- Go to ticket module, you can new tickets, filter tickets, sort tickets, search tickets and export tickets

The screenshot shows the Milesight Ticket Interface with several annotations in red text and arrows pointing to specific UI elements:

- find tickets via searching key words**: Points to the search bar labeled "Enter your search term here...".
- Go to Ticket module**: Points to the "Tickets" navigation link in the top menu.
- Click to check ticket status**: Points to the "Check Ticket Status" button.
- Click to new one ticket**: Points to the "+ New Support Ticket" button.
- Filter the ticket status here**: Points to the "Open or Pending" dropdown menu.
- Sorted by Date Created**: Points to the "Sorted by Date Created" dropdown menu.
- Sorted by Date created, Last modified, Priority, Status**: Points to the sorting options.
- Click to export tickets**: Points to the "Export tickets" button.

The interface displays a list of tickets with the following details:

ID	Created On	Agent	Status
test #59	Sun, 18 Jul at 8:28 PM	Nicole xu	Pending
sadf #49	Thu, 15 Jul at 7:36 AM	Stephen Lin	Pending
sadfasdf #48	Fri, 9 Jul at 2:20 AM	Stephen Lin	Pending
sdfa #47	Thu, 8 Jul at 4:49 AM	Stephen Lin	Pending
1111 #43	Mon, 5 Jul at 9:54 PM	Stephen Lin	Pending
6666 #42	Mon, 5 Jul at 9:53 PM	Stephen Lin	Pending

New One ticket

- ◆ The parameters with star mark are request to submit the ticket
- ◆ About cc:
 - ① You can click "Add cc" to add mailboxes to notify the update of tickets manually
 - ② If you need to notify some fixed mailboxes for every ticket by default, you can contact us to add them in your account

The screenshot shows a web form titled "Submit a ticket". The form contains several input fields, each with a red star icon indicating it is a required field. The fields are: "Requester" (text input with "nicole@milesight.com"), "Subject" (text input), "Product Model" (dropdown menu), "Serial Number (S/N)" (text input), "Firmware Version" (text input), "Customer Property" (dropdown menu), and "Country" (dropdown menu). Below these fields is a rich text editor for the "Description" field, which includes a toolbar with icons for bold, italic, underline, list, link, unlink, text color, background color, link, unlink, and print. Below the rich text editor is a link that says "+ Attach a file". At the bottom of the form are two buttons: "SUBMIT" (green) and "CANCEL" (grey).

Check Tickets with Different Status

- ◆ Click the trilateral icon to filter tickets with different status, for example you can filter the Open or Pending one and focus on them
- ◆ Click the ticket title to check ticket details

The screenshot shows a support ticket management interface. At the top, there is a search bar with the placeholder text "Enter your search term here...". To the right of the search bar are two buttons: "+ New Support Ticket" and "Check Ticket Status". Below the search bar is a list of tickets. The first ticket in the list is "Open or Pending" with a dropdown menu icon to its right. A red arrow points to this icon with the text "Click here to filter tickets with different status". The dropdown menu is open, showing three options: "All Tickets", "Open or Pending" (which is highlighted with a red box), and "Resolved or Closed". To the right of the "Open or Pending" ticket is a "Pending" button. Below this, the second ticket is "sadf #49" with a red box around the title and a red arrow pointing to it with the text "Click the ticket title to check ticket details". This ticket also has a "Pending" button to its right. The list continues with tickets "sdfasdf #48", "sdfa #47", "1111 #43", "6666 #42", "3333 #41", and "SDFASFD #40", each with a "Pending" button to its right.

Ticket ID	Status
Open or Pending	Pending
sadf #49	Pending
sdfasdf #48	Pending
sdfa #47	Pending
1111 #43	Pending
6666 #42	Pending
3333 #41	Pending
SDFASFD #40	Pending

Update One Ticket

- ◆ You can reply the ticket, change the parameter of tickets, add another mailbox for notify ticket updates, quick close the ticket.
- ◆ Click Reply to reopen one closed ticket

The screenshot shows the Milesight web interface. At the top, there's a navigation bar with 'Home', 'Solutions', and 'Tickets'. Below it is a search bar and buttons for 'New Support Ticket' and 'Check Ticket Status'. The main content area is titled 'Home / Tickets list' and shows a ticket with the subject '#113 Device can not power on'. The ticket is in a 'Pending' state, reported 'a minute ago' by user 'YL' (Cc: nicolexuhongshan@gmail.com). The ticket description is 'Device can not power on'. To the right, there's a sidebar for 'Agent Working on This Ticket' showing 'Stephen Lin'. Below the ticket details, there's a 'Ticket details' section with fields for Type (Question), Status (Pending), Priority (High), Product (Camera), Camera Feature (Hardware), and Model Name (MS-S365-PB). A red box highlights the 'Type', 'Status', 'Priority', 'Product', 'Camera Feature', and 'Model Name' fields, with an annotation 'You can change value for edittable parameters'. Another red box highlights the 'Reply' button, with an annotation 'Reply ticket here'. A third red box highlights the 'Quick Close' button, with an annotation 'Click to quick close Ticket'. A fourth red box highlights the 'Add Mailbox' button, with an annotation 'Add another mailbox to notify ticket updates'.

The screenshot shows the Milesight web interface. At the top, there's a navigation bar with 'Home / Tickets list'. Below it is a search bar and buttons for 'New Support Ticket' and 'Check Ticket Status'. The main content area is titled 'Home / Tickets list' and shows a ticket with the subject '#113 Device can not power on'. The ticket is in a 'Closed' state, reported '10 minutes ago' by user 'YL' (Cc: nicolexuhongshan@gmail.com). The ticket description is 'Device can not power on'. To the right, there's a sidebar for 'Agent Working on This Ticket' showing 'Stephen Lin'. Below the ticket details, there's a 'Ticket details' section with fields for Type (Question), Status (Closed), Priority (High), Product (Camera), Camera Feature (Hardware), and Model Name (MS-S365-PB). A red box highlights the 'Reply' button, with an annotation 'Click here to reopen one closed ticket'.

Email Notification

- ◆ You will receive the mail notification from system about the reported issue when:
 - Create a ticket
 - Agent adds comment to ticket
 - Agent changes ticket status to be resolved
 - Agent closes ticket

Note: You can also reply the notification mail to update the ticket directly.

- ◆ The mailboxes we added to be cc will also received the mail notification when :
 - Create a ticket
 - Agent or requester adds comment to ticket

Note: You can also reply the mail to update the ticket directly .

Ticket Knowledge Base

- ◆ You can find the latest firmware, datasheet, manual, quick install guide in milesight website as below :
<https://www.milesight-iot.com/software-download/>
<https://www.milesight-iot.com/documents-download/>
- ◆ You can find all FAQ or Trouble Shooting documents in this link :
<https://support.milesight-iot.com/support/home>
Just enter the key works to search or find the documen via product line

The image shows two screenshots of the Milesight website. The top screenshot is the 'Software Download' page, which features a navigation menu on the left with categories like 'LoRaWAN® Gateway', 'Hotspot Miner', 'LoRaWAN® Sensor', etc. A red box highlights the 'LoRaWAN® Gateway' category, with an arrow pointing to it and the text 'Choose the product line'. Below it, another red box highlights the 'UG63 Mini LoRaWAN® Gateway' model, with an arrow pointing to it and the text 'Choose the product model'. The main content area displays a list of firmware and SDK versions with their release dates and download links.

The bottom screenshot is the 'Support Home' page, which features a search bar at the top with the text 'How can we help you today?' and 'Enter your search term here...'. A red box highlights the search bar, with an arrow pointing to it and the text 'Enter the key words to search'. Below the search bar, there are several sections of knowledge base articles, including 'Support Guidance', 'Helium Related', 'Frequently Asked Questions', 'Trouble Shooting', 'Getting Started', and 'Using Sensor'. A red box highlights the 'LoRaWAN Sensors' section, with an arrow pointing to it and the text 'Searching by product line'.



Thanks for watching