

Nandini Infosystems

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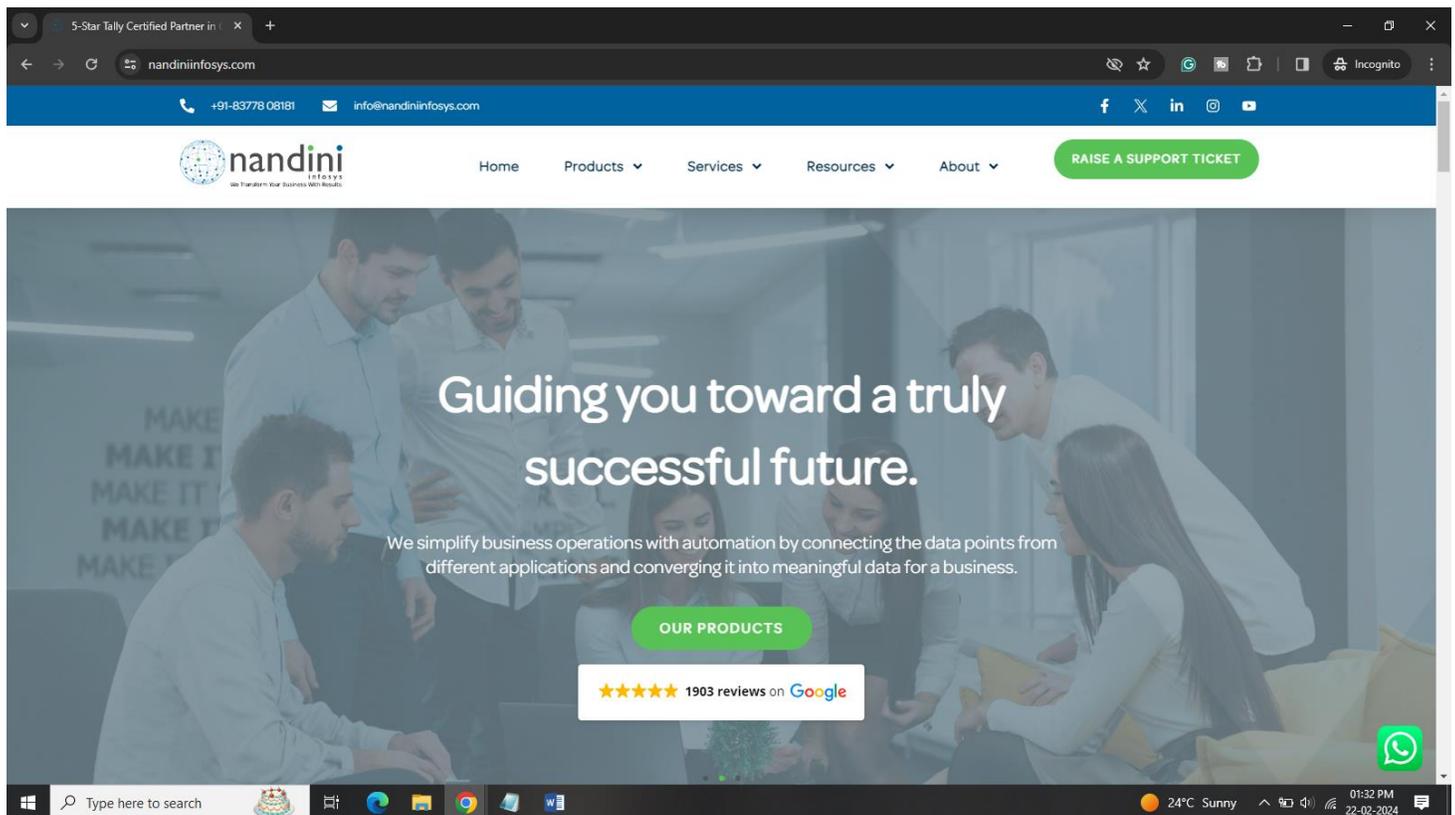
Create a Support Ticket on NANDINI'S CRM

Nandini Infosystems enables you to create and manage support requests, also known as support tickets. You can create and manage requests in the [Nandini Infosystems website](https://nandiniinfosys.com), which is covered in this document.

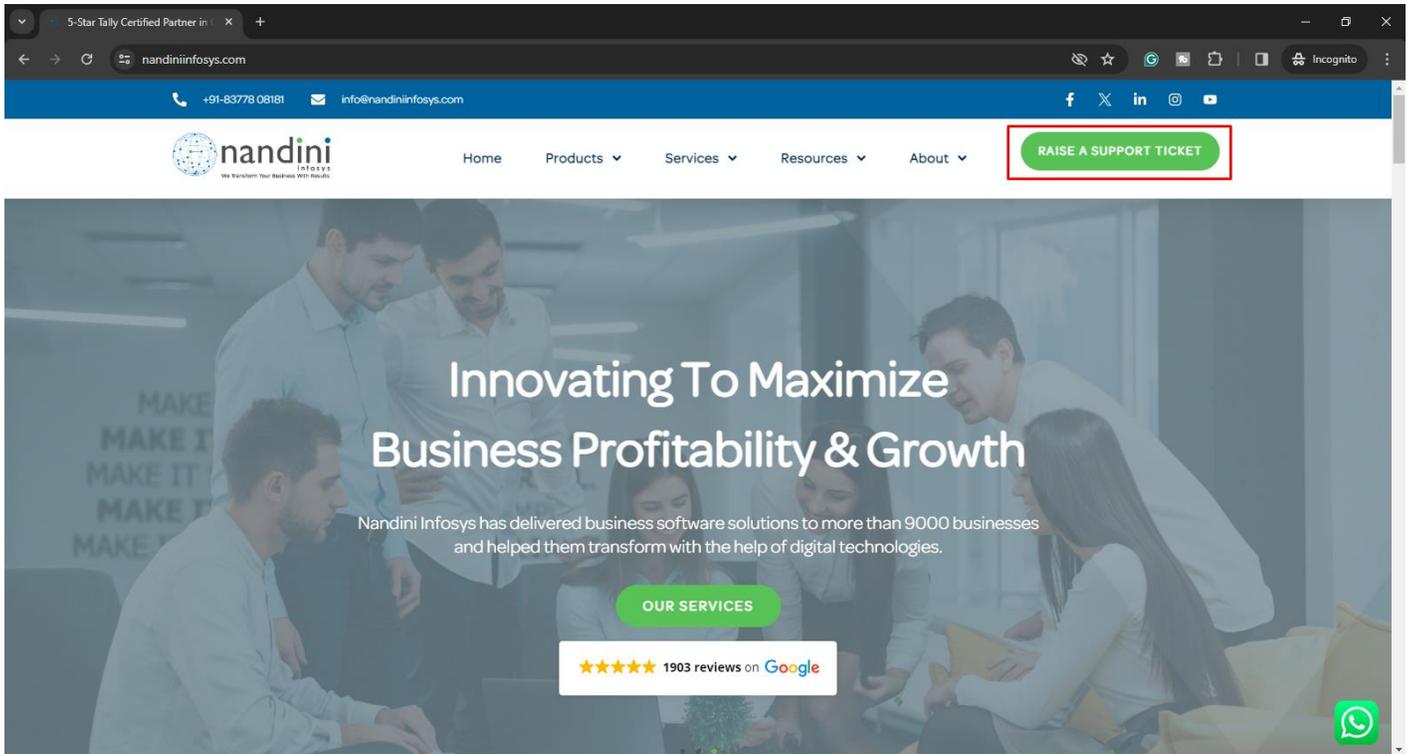
CREATING A SUPPORT TICKET

To create a support ticket from the Nandini Infosystems website:

1. Open Nandini Infosystems website (<https://nandiniinfosys.com>) in any internet browser.



2. Click on a **Support** button (Appearing on Right Hand Side in **Green Color**)



ENTERING TICKET FIELD INFORMATION

The following information will help you determine what to enter in the ticket creation fields so Nandini's Support Team can help you in a timely manner.

3. Required to fill the entire details in given panel than click on **Submit**.

A screenshot of the Nandini Infosys support ticket creation form. The browser address bar shows 'https://nandiniinfosys.com/support/'. The navigation menu includes 'Home', 'Products', 'Services', 'Resources', and 'About'. A green button labeled 'GET IN TOUCH' is visible. The form fields are: 'Ram and company' (text input), 'support@nandiniinfosys.com' (text input), '083778 08181' (text input), 'Billing Issue (Tax Issue)' (text input), and a text area containing 'Please resolved our billing issue as GST is not getting calculated accurately. Please call on below number 08377808181'. Below the text area, it says 'Regards Ram and Company'. There is a reCAPTCHA widget and a 'Submit' button. A red circle with a white arrow points to the 'Billing Issue (Tax Issue)' field. A green 'Support' button and a WhatsApp icon are visible in the bottom right corner.

SUBJECT

Make your ticket titles short and to the point, summing up the nature of the issue. This approach allows Support Team to quickly identify and respond to trends if multiple customers are experiencing the same issue.

DESCRIPTION

Provide as complete of a description of the issue as you can. A good, clear, complete description can help Support Team respond to your issue faster and more accurately, with a first response that is more likely to be a useful solution, rather than only a request for additional information.

AFTER FILING A TICKET

After you submit a ticket, you will receive a confirmation email, along with a Ticket Number. A member of the Nandini Support team will respond to the ticket and provide assistance as soon as possible.

TAT:

TAT for call solution normally is within the next 4 business hours since call logged but if any scheme is going on where tally data need to be update accordingly in tally than calls would be handled/treat on FIFO basis only.

NOTE:

If calls are related to other concerns like data rectification includes ledgers remapping, transactions correction and similar to this than support goes long until unless it's not solved so other logged calls might be delayed due to this.